<u>Latest statistics on levy income, inbound arrivals, Mainland inbound tour group registration, air ticket sales and complaints</u>

Levy income

(Source: TIC)

-	May 2012 / May 2011	HK\$2,040,054 / 1,697, 000	+20.2%
-	Jan - May 2012 / Jan - May 2011	HK\$7,808,903 / 7,551,484	+3.4%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in April 2012 / April 2011 Difference:	3,840,180 / 3,357,960 +14.4%
-	Total arrivals in Jan - Apr 2012 / Jan - Apr 2011 Difference:	15,062,908 / 13,065,931 +15.3%

- Arrivals from individual markets in April 2012:

No.	of visitors	Compared with	Market
		<u>2011</u>	<u>share</u>
Mainland China	2,647,026	+23.9%	68.9%
Taiwan	167,046	-15.5%	4.3%
Japan	93,678	+10.1%	2.4%
USA	110,037	+2.0%	2.9%

- Arrivals from individual markets in Jan - Apr 2012:

<u>No</u>	<u>. of visitors</u>	Compared with	<u>Market</u>
		<u>2011</u>	<u>share</u>
Mainland China	10,542,479	+21.8%	70.0%
Taiwan	662,753	-6.0%	4.4%
Japan	437,814	+6.3%	2.9%
USA	394,249	+1.8%	2.6%

Mainland inbound tour group registration

(Source: TIC)

- May 2012 / May 2011 10,317 / 9,169 +12.5% - Jan - May 2012 / Jan - May 2011 51,430/ 37,878 +35.8%

Air ticket sales

(Source: IATA)

Total billing:

May 2012 HK\$ 2,284 million
May 2011 HK\$ 2,252 million
Difference: +1.4%

Jan - May 2012 HK\$ 9,470 million
Jan - May 2011 HK\$ 9,116 million
Difference: +3.9%

No. of transactions:

- May 2012 581,253 - May 2011 540,585 Difference: +7.5%

- Jan - May 2012 2,537,906 - Jan - May 2011 2,452,561 Difference: +3.5%

Complaints

(Source: TIC)

Outbound travellers:

- May 2012 / May 2011 59 / 116 -49.1% (11 referred by Consumer Council) - Jan - May 2012 / Jan - May 2011 333 / 468 -28.8% (53 referred by Consumer Council)

Inbound travellers:

- May 2012 / May 2011

 $\begin{array}{ccc} 22 \ / \ 19 & +15.8\% \\ (21\ CHN\ 1\ OTH\ /\ ALL\ CHN) \end{array}$

(4 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)

- Jan - May 2012 / Jan - May 2011

105 / 128

-18.0%

(102 CHN 3 OTH / 123 CHN 2 SEA 1 UK 2 OTH)

Enquiries

(Source: TIC)

Outbound travellers:

- May 2012 / May 2011

260 / 337

-22.8%

- Jan - May 2012 / Jan - May 2011

1,675 / 2,605

-35.7%

Inbound travellers:

- May 2012 / May 2011

38 / 62

-38.7%

(36 CHN 1 UK 1 OTH / 60 CHN 2 OTH)

(9 referred by Consumer Council, 2 referred by Hong Kong Tourism Board, 1 referred by Tourism Commission)

- Jan - May 2012 / Jan - May 2011

234 / 254

-7.9%

(218 CHN 2 SEA 2 UK 1 AUS 1 USA 10 OTH / 244 CHN 2 SEA 8 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

- May 2012 / May 2011

125 / 127

-1.6%

- Jan - May 2012 / Jan - May 2011

469 / 1,021

- 54.1%

Inbound travellers:

May 2012 / May 2011

8 / 15

-46.7%

(ALL CHN / ALL CHN) (1 referred by Consumer Council)

- Jan - May 2012 / Jan - May 2011

75 / 105

-28.6%

(72 CHN 1 AUS 1 SEA 1 OTH / 102 CHN 3 SEA)