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

<u>Levy income</u> (Source: TIC)

-	March 2013 / March 2012	HK\$1,910,921 / 1,974,712	-3.2%
_	Jan - Mar 2013 / Jan - Mar 2012	HK\$5,454,533 / 4,517,752	+20.7%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in February 2013 / February 2012 Difference:	4,022,120 / 3,371,202 +19.3%
-	Total arrivals in Jan - Feb 2013 / Jan - Feb 2012 Difference:	8,655,046 / 7,513,244 +15.2%

Arrivals from individual markets in February 2013:

<u>N</u>	o. of visitors	Compared with 2012	Market share
Mainland China	3,132,415	+36.4%	77.9%
Taiwan	183,751	+13.0%	4.6%
South Korea	90,724	-18.1%	2.3%
Japan	72,221	-41.0%	1.8%
Macau	68,056	+14.6%	1.7%
USA	67,851	-21.7%	1.7%
Philippines	45,117	-24.5%	1.1%

Arrivals from individual markets in Jan - Feb 2013:

<u>1</u>	No. of visitors	Compared with	<u>Market</u>
		<u>2012</u>	<u>share</u>
Mainland China	6,658,597	+23.3%	76.9%
Taiwan	349,600	+2.6%	4.0%
South Korea	202,813	-8.3%	2.3%
Japan	163,290	-24.5%	1.9%
USA	159,273	-7.8%	1.8%
Macau	139,345	+9.3%	1.6%
Philippines	97,587	-7.0%	1.1%

Mainland inbound tour group registration

(Source: TIC)

-	March 2013 / March 2012	12,281 / 12,034	+2.1%
_	Jan - Mar 2013 / Jan - Mar 2012	31,438 / 29,795	+5.5%

Air ticket sales

(Source: IATA)

Total billing:

-	March 2013	HK\$ 2,160 million
-	March 2012	HK\$ 2,163 million
	Difference:	-0.1%

-	Jan - Mar 2013	HK\$ 6,028 million
-	Jan - Mar 2012	HK\$ 5,477 million
	Difference:	+10.1%

No. of transactions:

_	March 2013	588,615
_	March 2012	593,750
	Difference:	-0.9%
	Ion Mon 2012	1 507 544

-	Jan - Mar 2013	1,597,546
-	Jan - Mar 2012	1,493,889
	Difference:	+6.9%

Complaints

(Source: TIC)

Outbound travellers:

-	March 2013 / March 2012	43 / 56	-23.2%
		(14 referred by Consumer	r Council)
-	Jan - Mar 2013 / Jan - Mar 2012	136 / 196	-30.6%
		(34 referred by Consumer	r Council)

Inbound travellers:

-	March 2013 / March 2012	24 / 20	+20.0%	
		(ALL CHN / 18 CHN 2	OTH)	
	(8 referred by Co	onsumer Council, 1 referred	by Hong Kong Tour	rism Board)

- Jan - Mar 2013 / Jan - Mar 2012 92 / 65 +41.5% (90 CHN 2 SEA / 63 CHN 2 OTH)

Enquiries

(Source: TIC)

Outbound travellers:

- March 2013 / March 2012 312 / 410 -23.9%

- Jan - Mar 2013 / Jan - Mar 2012 1,090 / 1,117 -2.4%

Inbound travellers:

- March 2013 / March 2012 71 / 30 +136.7%

(69 CHN 2 OTH / 28 CHN 1 UK 1 OTH)

(15 referred by Consumer Council, 3 referred by Hong Kong Tourism Board, 3 referred by Tourism Commission)

- Jan - Mar 2013 / Jan - Mar 2012 215 / 146 +47.3% (208 CHN 3 SEA 4 OTH / 136 CHN 2 SEA 1 UK 1 USA 6 OTH)

Requests for assistance

(Source: TIC)

Outbound travellers:

-	March 2013 / March 2012	123 / 102	+20.6%

- Jan - Mar 2013 / Jan - Mar 2012 350 / 259 +35.1%

Inbound travellers:

- March 2013 / March 2012 36 / 21 +71.4%

(ALL CHN / 19 CHN 1 SEA 1 OTH)

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

- Jan - Mar 2013 / Jan - Mar 2012 115 / 63 +82.5% (ALL CHN / 61 CHN 1 SEA 1 OTH)