



2018-19
CONSUMER COUNCIL
ANNUAL REPORT
消費者委員會年報



消費者委員會
CONSUMER COUNCIL



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Chairman's Message

主席的話

The consumer rights and protection landscape has changed beyond recognition since the establishment of the Consumer Council in the 1970s. Today's consumers are far more self-empowered, yet some are still vulnerable. With one-third of our population now being over 60, the need to strengthen protection for elderly consumers has become a critical task. Meanwhile, the exponential growth of online transactions presents us with unprecedented challenges, bringing new business practices which require a completely different and multi-pronged approach to educating consumers and safeguarding their interests.

The number and complexity of scams that online consumers encounter are growing by the minute. The same undesirable trade practices seen in the traditional marketplace are also present in online transactions, but with additional risks to the integrity of consumers' personal data. The ultimate goal of the Council is to bring about a safe and trustworthy digital shopping environment that is mutually beneficial to consumers and traders.

自消費者委員會於上世紀70年代成立以來，本港消費維權的生態面貌已變得截然不同。時至今日，雖然消費者更懂得自我保護，但部分人士仍處於弱勢。今天香港人口約有三分之一為60歲或以上，突顯年長消費者保障工作的重要性。與此同時，急速增長的網上交易亦製造了前所未見的挑戰。這些新穎的營商模式，本會要以嶄新及多管齊下的方法來教育和維護消費者權益。

網上詐騙的個案不斷上升，而案件內容亦愈見複雜。網上交易除了出現在傳統市場上常見的不良營商手法外，個人資料被盜用或外洩的風險亦有所增加。故此，為消費者和業界締造一個雙贏、安全和可信賴的數碼購物環境，是本會一直以來的最終目標。



Mr Paul LAM Ting-kwok, SC
Chairman
林定國資深大律師
主席

In the year under review, unfair trade practices continued to be observed in the traditional marketplace, with complaints received by the Council once again rising, notably from unscrupulous and high-pressure sales tactics in fitness centres and beauty services. One of the cornerstones of consumer rights protection is regulatory enforcement. When complaints of undesirable trade practices are received, the Council will use its power to sanction traders, including naming and reprimanding, if deemed appropriate. Coupled with the advocacy of a mandatory cooling-off period, the Council aims to mitigate malpractices and foster a win-win for all – the traders who will amass loyal consumers, the consumers who will receive quality products and services, and Hong Kong which will retain its regional edge as a preferred shopping destination.

In April 2018, the Council published the “Report to Advocate Mandatory Cooling-Off Period” to strengthen consumer protection by calling for the introduction of a mandatory cooling-off period in Hong Kong. A sectoral approach was recommended covering contracts for unsolicited off-premises transactions, distance sales, fitness and beauty services and time share arrangements. The Government responded positively and launched a 3-month public consultation in January 2019. Subject to the outcome of the consultation, the Government plans to introduce the relevant bill to the Legislative Council in the 2019-20 session. The Council looks forward to the early passage of this legislation, which will be an effective deterrent to unfair trade practices and help create a fairer and healthier consumer marketplace for Hong Kong.

Given the city’s ageing population, the Council sees the necessity to scale up its efforts in protecting elderly consumers in our community. An ageing society can contribute to social and economic progress, as longevity also brings new opportunities for development in the “silver economy” including health and nutrition, leisure and well-being, financial services and education. However, the physical and cognitive deterioration of elderly consumers places them in a less advantaged position, making them vulnerable to unfair trade practices.

Our report “Advocacy of Building an Age-friendly Consumption Environment”, published in October last year, showed that the majority of elderly consumers in Hong Kong remain socially active with substantial consumption power, yet there are limited choices of products suited to them in the market, and they might be vulnerable to unscrupulous trade practices. It also revealed that nearly 1 in 4 elderly consumers encountered unpleasant experiences in consumption in the past year such as dishonest retailers, insufficient information about goods/services or the sudden closure of retail stores.

年內，傳統市場上的不良營商手法仍屢見不鮮，相關的投訴數字再度上升，當中尤以健身中心及美容服務的高壓銷售手法最受關注。本會相信，監管執法是保護消費權益的基石之一。如接獲嚴重不良營商手法的投訴，本會將按不同需要行駛職權制裁不良商戶，包括點名譴責。本會亦積極推動落實強制性冷靜期以遏止不當營商行為，最終締造多贏局面—讓商戶建立忠誠的顧客群，消費者又能獲得優質的產品和服務，而香港更可保持購物天堂的地區優勢。

2018年4月，本會發表《倡議設立強制性冷靜期》的研究報告，建議冷靜期涵蓋不同行業和範疇，包括非應邀合約、遙距合約、健身及美容服務合約和時光共享合約。政府對本會建議反應正面，並於2019年1月展開為期3個月的公眾諮詢。根據諮詢結果，政府計劃在2019至2020年度向立法會提交有關法案。本會期望法例可盡早通過，有效遏制不良營商手法，促進本港建構一個更公平和健康的消費市場。

香港人口不斷高齡化，本會深明需要加大力度保障社區內的年長消費者。高齡化社會一方面帶來「銀髮經濟」的新機遇，包括有助休閒與健康、金融服務及教育等行業的發展；不過另一方面，年長消費者在生理和認知上逐步衰退，令他們較易受到不良營商手法的侵害。

去年10月，本會發表《風險或機遇—共建長者友善消費環境的研究》，發現雖然長者的社交生活依然活躍，而且具有相當消費力，但市場上適合他們的產品和服務有限，同時他們較易成為不良營商手法的受害者。研究結果亦顯示，約四分之一長者在調查前的一年內曾遭遇不快的消費經歷，包括商戶不誠實、產品或服務資訊不足、商戶突然結業等等。

We hope the findings of this report will help arouse public concern to address the drawbacks faced by our elderly consumers, and foster opportunities of creating a vibrant “silver market”. In particular, leadership from the Government is essential to embrace consumer protection as part of its holistic approach in formulating elderly-related policies. For example, we recommend studying the needs of elderly consumers, and raising awareness among businesses and other stakeholders of accommodating these needs.

Each year hordes of students from Hong Kong travel abroad for education; however, the vast amount of overseas study information available in the market, the search process for institutions and courses, as well as the subsequent application procedures, often prove cumbersome for students and their parents.

The Council’s report “Are Students Protected? An In-depth Look Into Overseas Education Advisory Services”, published in June 2018, was the first detailed study into this business sector. It revealed that certain so-called “consultants” providing education advice services were in fact acting as the agents for overseas institutions, hence might not truly be working in the best interests of consumers to help them make the right choice. It also uncovered a lack of information transparency in the industry and the absence of contractual obligations for such advisory services, which greatly hampers consumers’ efforts to seek redress when needed. The Council calls on the industry to enhance its transparency, strengthen its code of conduct and accreditation of consultants, promote the use of service contracts and introduce a complaint redress mechanism to safeguard consumer rights and interests.

With technological advancement and tourism development bringing rapid expansion in cross-boundary transactions, the Council has been active in forging ties with consumer organisations across boundaries. During the year, the Council signed 20 Memoranda of Understanding (MoUs) with our counterparts in the Mainland to exchange intelligence on consumer issues and strengthen mutual support for the resolution of consumer disputes. Also in June 2018, in our efforts to promote better protection for outbound travellers, we signed a MoU with the National Consumer Affairs Centre of Japan after a year of liaison and preparation. This is the second MoU the Council has signed with a non-Mainland counterpart, following an agreement with the Korea Consumer Agency the year before. More MOUs and regional collaboration will be developed to enhance dispute resolution in Asia.

Technology is also bringing rapid evolution to the consumption environment. Digital innovations continue to move at lightning speed, transforming the nature of shopping and altering how consumers interact and transact with product and service providers, as well as with each other. Consumer choices in this information-intensive, choice-rich environment can be impaired by challenges relating to misleading or high-pressure business practices, or by security system loopholes in the businesses. A number of high-profile data leakage incidents have clearly signified the urgent need to tighten regulatory requirements on data security and privacy protection.

本會期望研究結果可引起社會大眾對長者友善消費議題的關注和討論，並將人口高齡化帶來的風險，轉化為機遇，開創蓬勃的「銀髮經濟」。其中，由政府牽頭促進長者友善的消費環境，對建構全面的長者關愛政策尤為重要。本會建議深入了解年長消費者的需要，並提升商界及其他持份者對長者友善消費的意識，配合所需。

香港每年有許多學生負笈海外升學，市場上因而充斥大量相關升學、揀選學校及課程、以至隨後申請程序的資訊，對學生及家長來說是花多眼亂，不知從何入手。

消委會於2018年6月發表題為《學生有保障？細看海外教育諮詢服務》的研究報告，是首個針對此行業的詳細研究。報告揭示坊間不少標榜為「顧問」的升學諮詢服務商，實為海外教育機構的中介人，故其升學建議是否從學生的需要或利益出發，成為疑問。另外，研究發現有關行業的資訊透明度不足，亦缺乏諮詢服務的相關合約條款讓消費者有需要時可爭取賠償。本會促請業界提升透明度，強化業內營商守則及行業顧問之認證制度，並引入服務合約及投訴機制，維護消費者權益。

隨著科技進步和旅遊業發展，跨境交易同時亦急速增長，故此本會一直與跨境的消保組織維持緊密聯繫。年內，本會與內地同業簽署20份合作協議，針對不同消費議題作交流，加強雙方解決消費糾紛的決心與相互支持。此外，經過一年磋商和籌備，本會於2018年6月與日本國民生活中心簽署合作協議，為外遊旅客提供更周全的消費保障。這是本會繼2017年與韓國消費者院簽署合作協議後，第二度與非內地的消保組織簽訂同類協議。本會期望日後簽訂更多合作協議及發展地區性合作，以解決亞洲區內的消費爭議。

消費環境因應科技發展而迅速轉變，數碼革新以光速持續演化，為購買模式帶來翻天覆地的變，同時亦改變了消費者與商品及服務供應者之間的互動和交易模式。身處資訊泛濫、選擇繁多的消費環境，消費者隨時因牽涉誤導、高壓營商行為或商業保安系統的漏洞，而損害權益。本港曾發生數宗備受關注的資料外洩事故，清晰反映收緊資料安全及私隱保障的規管已迫在眉睫。

While digitisation has opened up new opportunities, they should not be embraced to the detriment of consumers who are often not fully aware of their rights, or the remedies available when their rights are infringed. The Government, regulators and the industry need to ensure consumers have access to clear information and education about converged services so they can make informed choices. Proper regulations, the industry's self-discipline, as well as consumer education, can encourage a healthy digital marketplace where consumers and traders can exchange products and services with confidence – but these have to be proportionate and sufficiently flexible to accommodate future innovation.

Consumer trust breeds loyalty, which helps sustain businesses and ensure the success of both traditional and digital marketplaces. Like consumer protection agencies in many other jurisdictions, the Council must continue to keep abreast of the latest development in trade practices and consumption behaviour, given the major challenges the digital age poses to the effective protection of consumer rights in our society.

Looking ahead, the Council has finalised a 3-year strategic plan covering 2019-22, which encompasses 6 major goals guiding the development and direction of its consumer protection work. Notably, the Council will continue to strengthen its capabilities in consumer protection to meet the needs and challenges of the digital consumption environment. Dedicated advocacy work in areas that pose significant and long-term impact to consumers, as well as in safeguarding the interests of youth and elderly consumers, is also our priority in consumer empowerment. With regard to information dissemination, the Council will maintain its commitment to providing impartial and credible information to facilitate more informed and greener consumption. We will also make efforts to explore more effective means of reaching young consumers online by reviewing the development plan and content strategy of the Council's digital platforms.

Finally, I wish to take this opportunity to thank our Council members, our Chief Executive and our staff for their dedication and commitment. I must also pay tribute to past Chairmen, Council members and ex-colleagues who have made invaluable contributions in the past four-and-a-half decades to build a strong foundation for the Council and establish very strong public trust in the work we do. I am most honoured to be appointed as Chairman of the Council on the year of its 45th anniversary. I shall endeavour to ensure that the Council will continue to perform its duty with tenacity, moving resolutely with the times to safeguard consumer rights and interests in the years ahead.



Mr Paul LAM Ting-kwok, SC
Chairman

數碼化不斷開創更多新機遇，但不能因此損害消費者的權益。消費者身處其中，往往不清楚自身權益或一旦權益受損時可獲得的補償。政府、監管機構及業界均應確保消費者獲得清晰的資訊及相關教育，讓他們作出知情的消費選擇。恰當的法例規管及行業自律，同時配合消費者教育，有助建立一個健康的數碼市場，讓消費者和營商者進行可信賴的產品和服務交易。有關做法需循序漸進及具備足夠彈性，以配合未來的創新發展。

取信於消費者不單會培養忠誠度，同時亦有利企業持續營運，以成功兼顧傳統及數碼市場。消委會必須跟其他司法管轄區的消保組織攜手向前，了解營商手法及消費行為的最新發展，以應對數碼世代所帶來的各種挑戰，有效保障消費權益。

展望將來，本會已訂下2019至22年的3年工作計劃，發展藍圖確立6大目標，勾劃消委會未來的發展及工作方向。值得注意的是，本會將繼續強化保障消費者的力量，以應對數碼消費環境帶來的需要和挑戰。另外，對消費者有深遠影響的政策倡議，以及有效守護青少年及年長消費者權益的工作，兩者均是本會加強消費者自我保護能力的首要任務。至於傳播訊息方面，本會將秉持承諾，繼續提供公正可靠的資訊，推動消費者作出更知情及更環保的選擇，並透過審視數碼平台的資訊內容發布及發展策略，積極發掘更多有效網上途徑，接觸更多年輕消費者。

最後，本人希望藉此機會感謝本會各委員、總幹事及全人對本會工作的熱誠及付出，同時感謝歷任主席、所有前委員及前全工，在過去四十五年來無私奉獻，為消委會奠下穩健根基，獲得公眾支持，深得民心。本人十分榮幸能夠在消委會成立45周年之際獲委任為主席，並期望於未來的日子確保本會繼往開來，堅決守護消費權益。



林定國資深大律師
主席

Membership of the Consumer Council

消費者委員會委員



Ms Linda CHAN Ching-fan, SC
陳靜芬資深大律師



Mr Clement CHAN Kam-wing, MH
陳錦榮先生·榮譽勳章



Ms Grace CHAN Man-ye
陳文宜女士
(up to 至 2018.12.31)



Ms Jo Jo CHAN Shuk-fong
陳淑芳女士
(up to 至 2018.12.31)



Dr Wilton FOK Wai-tung
霍偉棟博士



Ms Amy FUNG Dun-mi, MH
馮丹媚女士·榮譽勳章



The Hon Steven HO Chun-yin, BBS
何俊賢議員·銅紫荊星章



Mr Edward HO Man-tat
何閻達先生
(since 2019.01.01 起)



Mr Ambrose LAM San-keung, JP
林新強律師·太平紳士



Mr Kevin LAM Sze-cay
林詩棋先生



Ms Vanessa LAU Chi-wan
劉子芸女士



Ms Kitty LEE Wing-lan
李泳蘭女士



Dr Karen SHUM Hau-yan
沈孝欣醫生
(up to 至 2018.12.31)



Mr Kyrus SIU King-wai
蕭景威先生



Chairman
主席

Prof. WONG Yuk-shan, SBS, BBS, JP
黃玉山教授, 銀紫荊星章, 銅紫荊星章, 太平紳士
(up to 至 2018.12.31)



Chairman
主席

Mr Paul LAM Ting-kwok, SC
林定國資深大律師
(since 2019.01.01 起)



Vice Chairman
副主席

Mr Samuel CHAN Ka-yan, JP
陳家殷大律師, 太平紳士



Mr Marvin HSU Tsun-fai
徐晉暉先生



Mr Antonio KWONG Cho-shing, MH
鄭祖盛律師, 榮譽勳章



Mr Victor LAM Hoi-cheung, JP
林凱章先生, 太平紳士
(since 2019.01.01 起)



Mr Matthew LAM Kin-hong, MH
林建康先生, 榮譽勳章
(since 2019.01.01 起)



Dr Raymond LEUNG Siu-hong
梁少康博士
(up to 至 2018.12.31)



Mr Keith LIE Kin-fu
李健虎先生
(up to 至 2018.12.31)



Mr Alan LUI Siu-lun
雷紹麟先生
(since 2019.01.01 起)



Dr LUI Wing-cheung
雷永昌醫生
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Prof. Nora TAM Fung-ye, BBS, JP
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Ms Iris WAN Lai-sze
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Prof. WONG Kam-fai, MH
黃錦輝教授, 榮譽勳章
(up to 至 2018.12.31)



Mr Kent WONG Siu-kee
黃紹基先生

Co-Opted Members of the Consumer Council

消費者委員會增選委員



Mr John CHIU Chi-yeung, JP
趙志洋先生·太平紳士
(up to 至 2018.12.31)



Mr Raymond CHOY Wai-shek, MH, JP
蔡偉石先生
榮譽勳章·太平紳士



Mr Johnny FEE Chung-ming, JP
費中明律師·太平紳士



Mr Francis FONG Po-kiu
方保僑先生
(up to 至 2018.12.31)



Mr Alex LAI Ting-hong
黎庭康律師



Mr Daniel C. LAM, SBS, JP
林澹先生
銀紫荊星章·太平紳士



Ms Queenie Fiona LAU
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羅祥國博士



Prof. PUN Kong-pang
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Ms Rachael SIU Suk-yu
蕭淑瑜大律師
(since 2019.01.30 起)



Mr Tony TANG Kwok-wai
鄧國偉先生



Ms WONG Mei-ling
王美玲女士



Mr Alvin WONG Tak-wai
黃德偉先生



Dr Max WONG Wai-lun
王慧麟博士
(up to 至 2018.12.31)



Ms Elisa CHAN Chi-ying
陳芝瑛女士



Dr Jason CHAN Kai-yue, JP
陳繼宇博士，太平紳士



Mr CHANG Kwong-tak
張廣德校長



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Mr Gabriel PANG Tsz-kit
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Ms Sara TONG See-pui
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Mrs Susanna TSOI LAI Yuet-sum, MH
蔡黎悅心女士，榮譽勳章



Dr Michael TSUI Fuk-sun, MH
徐福桑醫生，榮譽勳章



Mr WONG Kam-leung
黃錦良校長



Mr Martin WONG Wing-hoi
王永愷大律師
(since 2019.01.30 起)



Dr Eunice YIM Pui-yu
嚴沛瑜博士

Message from the Chief Executive

總幹事的話



Ms Gilly WONG Fung-han
Chief Executive
黃鳳嫻女士
總幹事

Consumers today live in a world of accelerated digital connectivity, within a digital marketplace that caters to virtually everything that the traditional marketplace may offer, from clothes to food, accommodation to transport. Clearly, in a closely connected consumer world, the imperative for the Council to build greater trust between the consumers and businesses has become ever more crucial.

In the year under review, the Council has advocated for a mandatory cooling-off period in Hong Kong. We have also campaigned for an age-friendly consumption environment for the growing elderly population who are vulnerable to age exploitation and unfair trade practices. Likewise for our young students, we would want fair and mutually beneficial overseas education advisory service be provided to facilitate their quest of further education abroad. Hopefully, our findings and recommendations published in the study reports on these 3 areas will contribute to positive change in the coming years.

隨著數碼世界互聯貫通，慣常由傳統市場提供的衣、食、住、行所需，現代消費者幾乎均可透過網絡市場一一滿足。顯然，當消費世界愈見緊密聯繫，消委會認為消費者與業界建立更強大的互信是迫切和重要的工作。

回顧過去一年，本會倡議設立強制性冷靜期，推動本地消費者的保障。我們亦積極研究建立長者友善的消費環境並提出建議，保護他們不會因年長而變得脆弱，遭受不良營商手法剝削。同樣地，我們希望為有志到海外升學的年輕學生，提供一個中立和有利雙方的海外教育諮詢服務，以學生未來發展為依歸。期望以上三大研究報告的結果和建議，可於未來數年逐步落實推行。

The year ahead promises to be as productive as it is challenging. The Council has set its policy directions in the way forward with a new 3-year strategic development blueprint 2019-22, a continuation of the preceding strategic plan 2016-19, which sets a target of 5 goals and 21 key focus areas. I am delighted to report that we were able to achieve the target up to 91% either fully completed or in good progress in different fronts of the Council's work including policy advocacy, information dissemination, digital communications and dispute resolution.

As a consumer watchdog, we are resolute and vigilant in keeping tabs on the marketplace for unfair practices and early signs of emerging trends, scams or frauds. The year saw a welcome 2% drop, year on year, in the overall consumer complaints (25,326 cases). Despite the drop, a sharp increase in complaints related to "medical services" was recorded, surging 213% to 2,436 cases, with nearly 90% of the complainants being Mainland tourists. The disputes were triggered by a supply shortage of HVP vaccines, which subsequently led to business closure of a vaccination service provider. Continuing on an escalating trend were online shopping complaints, up 8% to 4,795 cases, with "Travel and Accommodation" and "Late/Non-delivery/Loss of goods and services ordered" accounting for the most complaints (45%).

In November 2018, the Council named a beauty centre "Pretty Beauty" for malpractices, including undesirable inducements and high-pressure sales tactics to bind consumers into costly treatment, misleading contract terms and charges, and refusal to provide redress to even the mentally impaired consumers. The beauty service industry is one of the sectors covered under the Government's mandatory cooling-off period proposal. The public naming has further highlighted the severity of the problem and demonstrated once again the pressing need for early implementation of the related legislation.

The year also saw a major boost to our complaints services as the Council renovated the Consumer Council Services Centre in Tsim Sha Tsui and reopened it in December last year. The refurbished 3-storey centre in a prime shopping location of Kowloon, favoured by both locals and tourists, effectively consolidated our resources to enhance the Council's service in answering consumer enquiries and addressing complaint cases.

As a consumer advocate, the Council keeps up a stream of test, survey and in-depth study reports for publication and information dissemination in a timely manner. In the year under review, the Council released a total of 54 reports in its popular monthly CHOICE Magazine with extensive media coverage achieved.

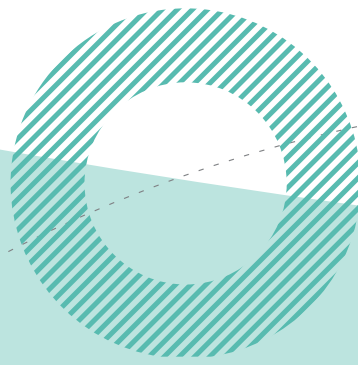
來年將會是既具挑戰而又碩果纍纍的一年。本會已制訂2019至22年的3年工作策略發展藍圖，以延續2016至19年計劃中所提出的5大目標及21項重要策略。過去3年，本會工作的成果令人鼓舞，在政策倡儀、訊息發布、數碼傳訊及排解糾紛等各項工作上，有91%已完成或達到進展良好的階段。

作為一個維護消費權益的機構，本會一如既往，勤勉地監察市場上不公平的消費行為、各行業的新興趨勢、詐騙及欺詐等潛在消費風險。年內，我們喜見整體消費投訴數字比上年度下跌2%至25,326宗；儘管數字下降，關於「醫療服務」的投訴卻錄得明顯升幅（213%）至2,436宗，當中近9成來自內地旅客，主要與子宮頸癌預防疫苗供應有關；隨後一間疫苗供應商亦因此而停業。網購投訴繼續有上升趨勢，錄得8%升幅至4,795宗，當中有關「旅遊事務及住宿」及「延期/沒有送貨/遺失」的投訴佔最多(45%)。

2018年11月，本會點名譴責「凱詩美容」以各種不良銷售手法，包括利誘消費者光顧、高壓硬銷大額療程、誤導性合約條款及價目，甚至堅拒向無行為能力消費者退款。美容服務行業是政府強制性冷靜期建議所涵蓋的行業之一，是次公開譴責進一步揭示問題之嚴重性，也反映引入強制性冷靜期的迫切需要。

年內，本會位於尖沙咀的服務中心已完成裝修並於去年12月重新啟用，大大加強本會的投訴服務。翻新後的服務中心，樓高三層，位於九龍區主要購物地段，方便本地市民及旅客，中心經有效整合資源後，有助提升本會處理消費者查詢及投訴個案的服務質素。

作為消費權益倡導者，本會一直以測試、調查及深入研究為首要工作，並適時發布和出版有關訊息。年內，本會在廣受歡迎的《選擇》月刊共發表54份報告，並獲傳媒廣泛報道。



As the Council marked the 500th issue of CHOICE in June 2018, it signified our commitment and perseverance in providing the most trusted consumer information in Hong Kong to help consumers make informed choice in their purchase and use of a broad and diverse range of goods and services, and a host of other livelihood issues.

A review of the reports published in the year indicated that food safety ranked top among other issues, with 11 test reports on food products: butter and margarine, bread, honey, tofu, organic snacks, tea-based beverages, to name a few. The best-selling title of the year went to the test report on honey while the report on butter and margarine was voted by the public as one of this year's Top 10 Consumer News, an annual contest for consumers to vote for the news they are the most concerned about.

To keep pace with changing online behaviour, the online platform of CHOICE subscription site was revamped and launched in March 2019. The upgraded platform embraced mobile responsive interface, user-friendly navigation, faster loading time and enhanced customer service. Further, work is in progress to revamp the Council's website in combination with the CHOICE online platform into one single portal for easy access, and to create synergy and enhance readership.

In the field of consumer education, our strategy continued to focus on the elderly and youth. In the year under review, 90 educational seminars and talks specifically tailored for the elderly were held, drawing a vast audience of more than 4,000 participants. In order to engage and interact with a wider elderly audience, we have embarked on an Elderly Consumer District Forum as a pilot programme for the elderly to share their concerns and real-life experiences. Ultimately, our goal is to create an age-friendly consumption environment beneficial to both the elderly and the growth of a robust healthy silver economy across Hong Kong.

On the youth front, we are encouraged by the positive feedback and active participation by 31 primary schools in a new initiative to instil in the young heightened awareness of their roles and responsibilities as consumers in making sustainable choices. The experiential learning programme launched in the 2018-19 academic year was made possible with a 2-year funding support from the Environment and Conservation Fund. On the secondary level, for nearly 2 decades, the Consumer Culture Study Awards, the flagship annual event, has inspired over 76,000 students from 358 secondary schools in developing positive consumer values and attitudes.

《選擇》月刊於2018年6月出版第500期，標誌著本會對本地消費者的承諾，一直堅持不懈地提供最可靠的消費訊息，讓消費者在購買及使用不同產品和服務時，作出知情及理性的選擇。

本年度發表的測試報告中，以針對食品安全的議題最受關注。11份食品相關報告包括：牛油與人造牛油、麵包、蜜糖、豆腐、有機零食、手調茶飲品等。年度銷量最高為蜜糖測試報告，而有關牛油及人造牛油的報道則被消費者選為十大消費新聞之一，該選舉由消費者投票選年內最備受關注的消費議題。

為配合不斷轉變的網上行為和習慣，本會於2019年3月推出全新《選擇》訂閱網上平台。新平台提供可轉換手機導覽的介面，方便閱覽，也加快了加載時間及提升客戶服務。此外，本會正籌備改革網站，期望能與《選擇》網上平台接軌成為單一的網站以方便瀏覽，同時發揮協同效應並增加人數。

消費者教育方面，本會將集中長者和青少年的教育工作。年內，本會共舉辦90場為長者而設的教育研討會及講座，吸引超過4,000人參與。為接觸更多長者及促進互動，我們推出「長者消費者地區論壇」作試行計劃，讓長者有機會分享其關注事項及日常消費經驗，旨在建構長者友善的消費環境，為長者及日漸壯大的銀髮經濟發展帶來裨益。

至於青少年在可持續消費議題上的角色和責任，本會亦推出全新體驗學習計劃，加強他們對議題的認知。新計劃獲31所小學踴躍參加，成績令人鼓舞，而有賴環境及自然保育基金提供的兩年撥款資助，計劃得以在2018至19學年順利推行。中學方面，本會舉辦的旗艦年度活動「消費文化考察報告獎」已有近20年歷史，啟發來自358所中學逾76,000名學生，努力建立正面消費價值觀及態度，確立本地正向消費文化。

In a globalised consumer world it is clearly important to keep abreast of international developments and collaboration. As a board member of the Consumers International (CI), apart from guarding its strategic development and governance actively, the Council supported its annual campaign World Consumer Rights Day and published an editorial in the CHOICE Magazine calling on consumers to strengthen the security of internet connected products at home to anchor the theme “Trusted Smart Products” this year. In the year, the Council participated in the 3rd Cross-strait Consumer Protection Symposium held in May 2018, to exchange experiences and views on key issues of common concern such as drugs safety, mobile payments and sustainable consumption.

This year 2019 marks the 45th anniversary of the Council, a perfect timing as we start a new strategic plan for the next 3 years with renewed vision and vigour to anticipate and meet the challenges that the consumers face in the evolving marketplace.

In closing, I must express my personal gratitude and heartfelt appreciation to the former Chairman of the Council, Prof. Wong Yuk-shan, SBS, BBS, JP for his distinguished leadership and wise counsel and guidance. And my most sincere thanks to the Council Members and Co-opted Members who have retired from the Council, for their invaluable contributions in our work. I would also like to take this opportunity to warmly welcome our new Chairman, Mr. Paul Lam Ting-kwok, SC, and Council Members and Co-opted Members who joined us in January this year. I look forward to working closely and productively with you all. Last but not least, I am fortunate to be supported by a dedicated and professional management team and staff, for which I am enormously grateful.




Gilly WONG Fung-han
Chief Executive

面對消費世界全球化，本會更加需要與國際機構共同發展和合作。作為國際消費者協會的理事會成員，本會不單積極參與協會的策略性發展及管治，並且大力支持年度「全球消費者權益日」的活動。本會通過《選擇》月刊全力配合推廣年度主題「可以信賴的智能產品」，提醒消費者加強智能家居的網上保安措施。另外，本會於2018年5月參與第3屆「海峽兩岸暨港澳消保論壇」，交流有關藥物安全、流動支付、可持續消費等共同議題的經驗和意見。

2019年，消委會踏入45周年的新里程，亦是開展未來三年新策略計劃的好時機，以新願景和魄力，協助消費者在不斷變化的消費市場中面對新挑戰。

最後，本人對消委會前任主席黃玉山教授，銀紫荊星章、銅紫荊星章、太平紳士，其英明領導及睿智忠告，深表感激，亦感謝已退任的各委員及增選委員之寶貴貢獻，並藉此機會歡迎於今年一月加入的新任主席林定國資深大律師，以及各新任委員及增選委員。本人期望與各位合作無間，達致豐碩成果。最後，本人亦非常感激一眾專業而又盡心盡力的管理團隊及員工的支持。



黃鳳嫻女士
總幹事

Management Team of the Consumer Council

消費者委員會管理層 (1.4.2018 - 31.3.2019)

Chief Executive 總幹事



Ms Gilly WONG Fung-han
黃鳳嫻女士

Deputy Chief Executive 副總幹事



Mr Eddy TONG Chi-chung
湯熾忠先生
(since 2018.11.13 起)



Mr Simon CHUI Chun-king
徐振景先生
(up to 2019.01.01)



Head of Legal Affairs Division
Ms Terese AU-YEUNG Kar-wai
法律事務部首席主任
歐陽嘉慧女士



Principal Research & Survey Officer
Dr Keith KWOK Wing-yin
研究及普查部首席主任
郭永賢博士



Principal Public Affairs Officer
Ms Deanna CHEUNG Kin-wah
公共事務部首席主任
章健華女士



Principal Complaints & Advice Officer
Ms Sana LAI Tik-shan
投訴及諮詢部首席主任
黎迪珊女士



Principal Planning & Trade Practices Officer
Dr Victor HUNG Tin-yau
策劃及商營手法事務部首席主任
熊天佑博士



Head of Human Resources Division
Mr LEE Wing-kai
人力資源部總主任
李永佳先生



Head of Finance & Administration Division
Ms Stephanie LING Yee-mi
財務及行政部總主任
凌綺薇女士



Head of Information Technology Division
Mr Ricky NG Chi-wah
資訊科技部總主任
吳志華先生



Head of Consumer Education Division
Ms Carmen NG Ka-man
消費者教育部總主任
吳家雯女士

The Consumer Council

消費者委員會

The Consumer Council is Hong Kong's leading consumer protection organisation, providing a comprehensive range of consumer information and empowerment services, as well as conducting research and actively advocating for consumers' rights.

作為消費者組織的翹楚，消費者委員會一直致力研究和倡議工作，為消費者提供全面的保障，並以提升消費者自我保護能力為己任。

The Consumer Council is a statutory body established in 1974. Pursuant to the Consumer Council Ordinance (Cap. 216), the Council's functions are to protect and promote the interests of consumers of goods and services, and purchasers, mortgagors and lessees of immovable property by:

- collecting, receiving and disseminating information concerning goods and services and immovable property;
- receiving and examining complaints and giving advice to consumers of goods and services, and purchasers, mortgagors and lessees of immovable property;
- taking such action as it thinks justified by the information in its possession, including tendering advice to the Government or to any public officer;
- encouraging business and professional associations to establish codes of practice to regulate the activities of their members; and
- undertaking such other functions as the Council may adopt with the prior approval of the Chief Executive in Council of the Government.

消費者委員會成立於1974年，是香港的法定組織。根據《消費者委員會條例》(第216章)，消委會的職責為保障及促進貨品和服務的消費者權益，以及購買、抵押及承租不動產人士的權益。其職能包括：

- 蒐集、接收及傳遞有關貨品、服務及不動產的資訊；
- 接收及審查貨品及服務的消費者投訴、以及不動產購買人、按揭人及承租人的投訴，並向他們提供意見；
- 根據所得資料採取相應行動，包括向政府或任何公職人員提供意見；
- 鼓勵商業及專業團體制訂營商守則，規管屬下會員活動；以及
- 承擔任何經由香港特別行政區行政長官會同行政會議審批的其他職能。

Consumer Council Membership

The Council comprises a Chairperson, a Vice Chairperson¹ and not more than 20 other Members² appointed by the Chief Executive of the Hong Kong Special Administrative Region for a term not exceeding 2 years. Members may be reappointed upon the expiry of their respective terms of office.

In the year under review, Mr Paul LAM Ting-kwok, SC succeeded Prof. WONG Yuk-shan, SBS, BBS, JP as the Council Chairman upon Prof. Wong's retirement on 31 December 2018. 6 new members joined the Council: Mr Edward HO Man-tat, Mr Victor LAM Hoi-cheung, JP, Mr Matthew LAM Kin-hong, MH, Mr Alan LUI Siu-lun, Dr LUI Wing-cheong and Ms Iris WAN Lai-sze, and 3 others joined the Council as Co-opted Members: Ms Rachael SIU Suk-yu, Ms Sara TONG See-pui and Mr Martin WONG Wing-hoi. 4 Co-opted Members – Mr Kelvin KWOK Hiu-fai, Dr LO Pui-yin, Prof. PUN Kong-pang and Dr Michael TSUI Fuk-sun, MH, continued to serve the Council in the same position upon expiry of their terms of appointment as Co-opted Members.

The Council would like to express its gratitude to 6 retired Council Members: Ms Grace CHAN Man-ye, Ms Jo CHAN Shuk-fong, Dr Raymond LEUNG Siu-hong, Mr Keith LIE Kin-fu, Dr Karen SHUM Hau-yan and Prof. WONG Kam-fai for their unrelenting commitment and dedication during their terms of office.

Special tribute was paid to Prof. WONG Yuk-shan for his enormous and significant contributions to the Council. During his term from 2013 to 2018, Prof. Wong had served as either the Chairperson or Convenor of 4 other committees/working groups, including the Staff & Finance Committee, Preliminary Working Group on Class Actions, Working Group on Sustainable Consumption Programme, and the Board of Administrators of the Consumer Legal Action Fund. Apart from his leadership role at the Council, he also acted as a spokesperson on many occasions including, but not limited to, the CHOICE press conferences.

Council and Committees

The Council operates with a committee structure comprising 12 Committees and Working Groups³. Full Council meetings are held on a bi-monthly basis.

The Council co-opts professionals of different disciplines as members of relevant committees or working groups in order to benefit from their expertise and to facilitate studies in specific fields.

The Council administers the Consumer Legal Action Fund via a Board of Administrators and a Management Committee.

消費者委員會委員

委員會成員包括主席、副主席¹及不多於20名委員²。委員由香港特別行政區行政長官委任，任期不超過兩年，委員於任期屆滿後可再獲委任。

年內，林定國資深大律師接替於2018年12月31日卸任的黃玉山教授，銀紫荊星章，銅紫荊星章，太平紳士成為委員會主席。6位人士加入委員會成為委員，包括何聞達先生、林凱章先生，太平紳士、林建康先生，榮譽勳章、雷紹麟先生、雷永昌醫生及溫麗司女士，3位人士加入本會成為增選委員，包括蕭淑瑜大律師、唐思佩大律師及王永愷大律師。此外，4位增選委員郭曉暉先生、羅沛然大律師、潘江鵬教授及徐福榮醫生，榮譽勳章，卸任後繼續以同一身份參與委員會工作。

本會衷心感謝6位卸任委員，包括陳文宜女士、陳淑芳女士、梁少康博士、李健虎先生、沈孝欣醫生及黃錦輝教授，榮譽勳章，在任內的不懈承擔和奉獻。

本會特別向黃玉山教授，銀紫荊星章，銅紫荊星章，太平紳士，致以深切謝意。黃教授於2013年至2018年出任委員會主席期間，同時擔任4個小組/工作小組的主席或召集人，包括人事及財務小組、集體訴訟初步研究工作小組、可持續消費計劃工作小組，以及消費者訴訟基金執行委員會。除參與領導工作，黃教授還為本會不同場合擔任發言人，如《選擇》月刊記者招待會。

委員會及小組

本會以委員會小組制度運作，設有12個委員會小組及工作小組³。委員會每兩月一次召開全體委員會會議。

此外，委員會邀請各界專才加入相關委員會小組或工作小組為增選委員，提供專業意見，並促進特定範疇的研究。

消費者訴訟基金則由執行委員會及管理委員會監督管理。

1 See Appendix 1 for the list of former Chairpersons and Vice Chairpersons of the Council. 歷屆主席及副主席名單見附錄一。

2 See Appendix 2 for the list of Full Council Members and Co-opted Members. 委員及增選委員名單見附錄二。

3 See Appendix 3 for the full list of Committees and Working Groups. 委員會及工作小組成員名單見附錄三。

In 2018-19, the Council, in a continued pursuit for enhancing consumer protection through advocacy, published 3 study reports – “A Report to Advocate Mandatory Cooling-off Period in Hong Kong”, “Are Students Protected? An In-depth Look into Overseas Education Advisory Services” and “Risk or Opportunity – A Study on Building an Age-friendly Consumption Environment”, which attracted considerable media attention and initiated extensive public discussion on the related issues. The Council’s recommendations on mandatory cooling-off period were taken into account by the Government. Subject to the outcome of the three-month public consultation which ended in April 2019, the Government plans to introduce the relevant bill to Legislative Council in the 2019-20 legislative session.

The Council extends its utmost appreciation and gratitude to the respective committees for their valued views, suggestions and support rendered in the process of discussion, drafting and publication of the abovementioned reports.

In the year under review, Mr Thomas CHENG Kin-hon, MH, Mr John CHIU Chi-yeung, JP, Mr Francis FONG Po-kiu and Dr Max WONG Wai-lun retired as Co-opted Members. The Council expresses its sincere gratitude for their support and expertise contributed to the Council.

The Council Office

Under the leadership of the Council’s Chief Executive, the Council Office, manned by 144 members of staff, operates with 9 functional divisions, namely Complaints and Advice Division, Consumer Education Division, Finance and Administration Division, Human Resources Division, Information Technology Division, Legal Affairs Division, Planning and Trade Practices Division, Public Affairs Division, and Research and Survey Division⁴.

The Council is an equal opportunities employer; the number of employees with disabilities represented 0.7% of the Council Office’s permanent staff in 2018-19.

Finance

The Council derives its income mainly from a Government subvention. Other sources of income (approximately 3.9%) include proceeds from sales of the Council’s CHOICE Magazine and interest income. Total recurrent and non-recurrent expenditures for the year under review was HK\$119.27 million and HK\$7.88 million respectively⁵.

年內，本會繼續加強消費者保障的倡議，先後發表3份研究報告：《倡議設立強制性冷靜期》、《學生有保障？細看海外教育諮詢服務》及《風險或機遇－共建長者友善消費環境的研究》。3份研究報告皆受到媒體的關注，並促使公眾就相關議題廣泛討論。當中，政府考慮了本會關於強制性冷靜期的建議，並預計在下一屆立法會議上審議擬議的立法框架，期望在2020年立法。

本會衷心感謝相關委員會在討論、草擬乃至出版以上報告的過程中，提供寶貴的意見、建議和支持。

年內，增選委員鄭建韓先生，榮譽勳章、趙志洋先生，太平紳士、方保僑先生及王慧麟博士卸任。本會衷心感謝他們任內作出的支持及貢獻。

消委會辦公室

以總幹事為首的消委會辦公室共有144名員工，工作主要由9個部門負責，即投訴及諮詢部、消費者教育部、財務及行政部、人力資源部、資訊科技部、法律事務部、策劃及商營手法事務部、公共事務部，以及研究及普查部⁴。

本會乃提供平等機會的僱主，於2018-19年度聘用的傷健職員佔常額編制0.7%。

財務

本會經費主要來自政府資助，其他收入來源（約3.9%）包括出版《選擇》月刊及銀行利息。年內經常及非經常性開支分別為港幣1.1927億元及港幣788萬元⁵。

4 See Appendix 4 for the organisation chart of the Council. 組織架構見附錄四。

5 See Appendix 5 for the Auditor’s Report and Financial Statements for the accounts of the Council for 2018-19. 2018-19年度核數師報告及各財務報表見附錄五。

Resolving Disputes between Consumers and Businesses

調停消費者與營商者之間的糾紛

Complaints and Enquiries Received

The Council received 76,377 enquiries and 25,326 complaints in 2018-19, representing an 8% and 2% year-on-year (YoY) decrease respectively. Some 87% of enquiries were made by telephone, whereas complaints made via the Council's website and email saw a rising trend from 55% (14,110 cases) in 2017-18 to 60% (15,250 cases) in 2018-19.

Complaints Statistics Breakdown

Complaints relating to medical services reached a record high of 2,436 cases during the year of which nearly 90% of the complaints involved failure to provide HPV vaccination services by medical centres in Hong Kong. There was also a notable increase in the number of complaints relating to Foods & Entertainment Services (20%), Ginseng and Chinese Herbal Medicine (27%) and Car/Bike Services (165%). Complaints involving Late/Non-delivery/Loss (4,223 cases) and Sales Practices (3,993 cases) rose by 60% and 10%, respectively. Nearly 50% of the allegedly Late/Non-delivery/Loss cases were related to vaccination services while the increase of complaints in Sales Practices mainly involved tourists.

投訴及諮詢

年內，本會共接獲76,377宗消費諮詢及25,326宗消費投訴，較2017-18年度分別下跌8%及2%。當中87%的消費諮詢經由電話熱線接獲，而透過本會網站及電郵作出投訴則由上年度之55%(14,110宗)增至本年度之60%(15,250宗)。

消費投訴統計

醫療服務的投訴數字為近年新高達2,436宗，當中近90%的投訴涉及本港醫療機構未能提供HPV疫苗接種服務。另外，投訴數字增幅較明顯的分別是食肆及娛樂(20%)、人蔘與中草藥(27%)及汽車/單車服務(165%)。有關延期/沒有送貨/遺失(4,223宗)及營商手法(3,993宗)的投訴，則分別上升60%及10%。在延期/沒有送貨/遺失的投訴中接近半數涉及HPV疫苗接種服務，而營商手法的投訴主要來自遊客。

25,326

Total complaints
消費投訴

With its highly accessible consumer advisory and complaints service, the Council supports consumers to seek redress via conciliation, whereby disputes are resolved through mutually acceptable agreements. While the Council is not a law enforcement agency and does not hold investigative powers, it is in close liaison with the authorities on information exchange to facilitate law enforcement action to combat unscrupulous trade practices. The Council also actively monitors the marketplace and releases timely alerts to consumers.

消委會提供非常便捷的消費諮詢和投訴服務，也幫助消費者透過調停來尋求爭議雙方均能接受的和解方案。儘管本會並非執法部門，不具有調查權力，但一直與有關當局就資訊互通方面緊密合作，配合執法行動，打擊不良營商手法。本會亦積極監管市場紀律，並適時向公眾發出消費警示。

Because of the increasing complexity of consumer disputes, elevated expectations of complainants, and uncooperative attitude of traders in specific trade sectors, the success rate in case resolutions dropped from 73% to 66% YoY (See Fig. 4). It was more difficult to obtain redress in disputes involving Foods & Entertainment Services, Fitness Centres, Telecommunications Equipment, and Beauty Services. In general, if traders refused to settle the case, the complainants would be advised to seek redress via alternative channels, including civil legal action.

According to the complaint information, unscrupulous and high-pressure sales tactics were prevalent in Fitness Centres (452 cases) and Beauty Services (322 cases), but the rate of successful resolution of disputes in these 2 sectors was only 46% and 61% respectively, which was much lower than that of the historical average rate of around 70%. Therefore, the Council strongly advocated the introduction of a mandatory cooling-off period in the service contracts of these 2 industries to act as a deterrent to traders or their representatives from engaging in undesirable sales tactics.

Top 5 Complaint Categories

1. Telecommunications Services

Telecommunications Services remained at the top of the list, with 2,672 cases in 2018-19, despite a substantive YoY decrease of 15%. The disputes mainly involved Mobile and Fixed-line Telephone Charges (41%), followed by Quality of Services in respect of Reception/Connectivity problems and Customer Support (27%), and Sales Practices in promoting new service plans (15%).

由於消費糾紛的性質越趨複雜，同時消費者對投訴得以有效處理的期望日漸提高，加上個別行業商戶不合作，令調停成功率從去年度73%下跌至66%(見圖4)。當中尤以涉及食肆及娛樂、健身中心、通訊用品及美容服務的糾紛較難達成和解。一般而言，如果商戶拒絕和解，本會會建議投訴人考慮將個案訴諸其他途徑，包括民事訴訟。

根據投訴資料，採用不良及高壓推銷手法較多見於健身中心(452宗)和美容中心(322宗)的商戶，但這兩個行業的調停成功率僅分別為46%及61%，低於以往平均調停成功率70%。有見及此，本會強烈倡議於上述2個行業的服務合約訂立強制性冷靜期，以對有意或慣性以高壓推銷手法的不良營商者起阻嚇作用。

首5位消費投訴類別

1. 電訊服務

電訊服務的投訴數字於2018-19年共錄得2,672宗，儘管投訴數字較上年度下跌15%，仍位居榜首。爭議主要涉及流動和固網電話收費(41%)，其次是服務質素如網絡接收問題及客戶支援服務不足(27%)，以及新服務合約的營商手法(15%)。

2. Medical Services

There were 2,436 cases involving complaints relating to medical services, an increase of 3 times YoY, reaching a historical high. Nearly 90% of the cases were lodged by Mainland tourists in the wake of a shortage of HPV vaccines at some clinics and medical organisations in Hong Kong, which resulted in failure to perform the vaccination services as scheduled. The majority of the pursuable cases (88%) were resolved with a rescheduled date for vaccinations or a proportional refund.

3. Travel Matters

Travel related complaints was the third-highest category, with 2,333 cases recorded, representing a YoY decrease of 11%. The bulk of the complaints involved air tickets (36%), hotel bookings (19%) and airline services (18%). The key complaint areas were Quality of Services (38%), Price Disputes (26%), and Late/Non-delivery/Loss of Services (12%).

4. Electrical Appliances

Complaints about electrical appliances ranked fourth, with 1,773 cases, a slight YoY increase of 2%. The most common subjects of complaints were television sets (17%), air-conditioners (16%) and washing machines (11%). The main areas of concern were Quality of Goods (30%), and Repair/Maintenance Services (29%).

5. Foods & Entertainment Services

The number of complaints rose by 20% to 1,479 cases, mainly due to disputes about ticketing arrangements for public performances, of which a substantial 400% increase was shown, and cases involving Sales Practices increased by 39% YoY.

2. 醫療服務

醫療服務的投訴錄得近年的新高共2,436宗，較2017-18年度急升3倍。當中9成的投訴人士為內地遊客，由於HPV疫苗出現短缺，導致醫療機構未能如期提供疫苗接種服務。大部分可跟進的個案（88%）已獲重新安排疫苗接種日期或按比例退款後得以和解。

3. 旅遊事務

旅遊事務的投訴本年度有2,333宗，較2017-18年度下降11%，位列第3。當中大多數投訴涉及機票銷售（36%）、酒店預訂（19%）和航空服務（18%）；其中尤以服務質素（38%）、價格爭議（26%）及延期/沒有送貨/遺失（12%）令消費者最為不滿。

4. 電器用品

電器用品的投訴位列第四，共錄得1,773宗，較上年度微升2%。最多人投訴的用品為電視機（17%）、冷氣機（16%）和洗衣機（11%）。消費者主要不滿其貨品質素（30%）及維修/保養服務（29%）。

5. 食肆及娛樂

食肆及娛樂服務的投訴個案較去年上升20%至1,479宗。當中涉及公眾娛樂表演票務安排之個案飆升4倍，而涉及營商手法的個案較去年度增加39%。

Fig. 1 Complaint Trends in the Past 3 Years

圖1 過去3年接獲的投訴數字

Year 年份	2016-17	2017-18	2018-19
Total no. of Complaints 投訴個案總數	25,040	25,858	25,326
YoY changes 按年變動	—	+3%	-2%

Fig. 2 Top 10 Consumer Complaints on Industries in 2018-19

圖 2 2018-19 年度首10位涉及消費投訴的行業

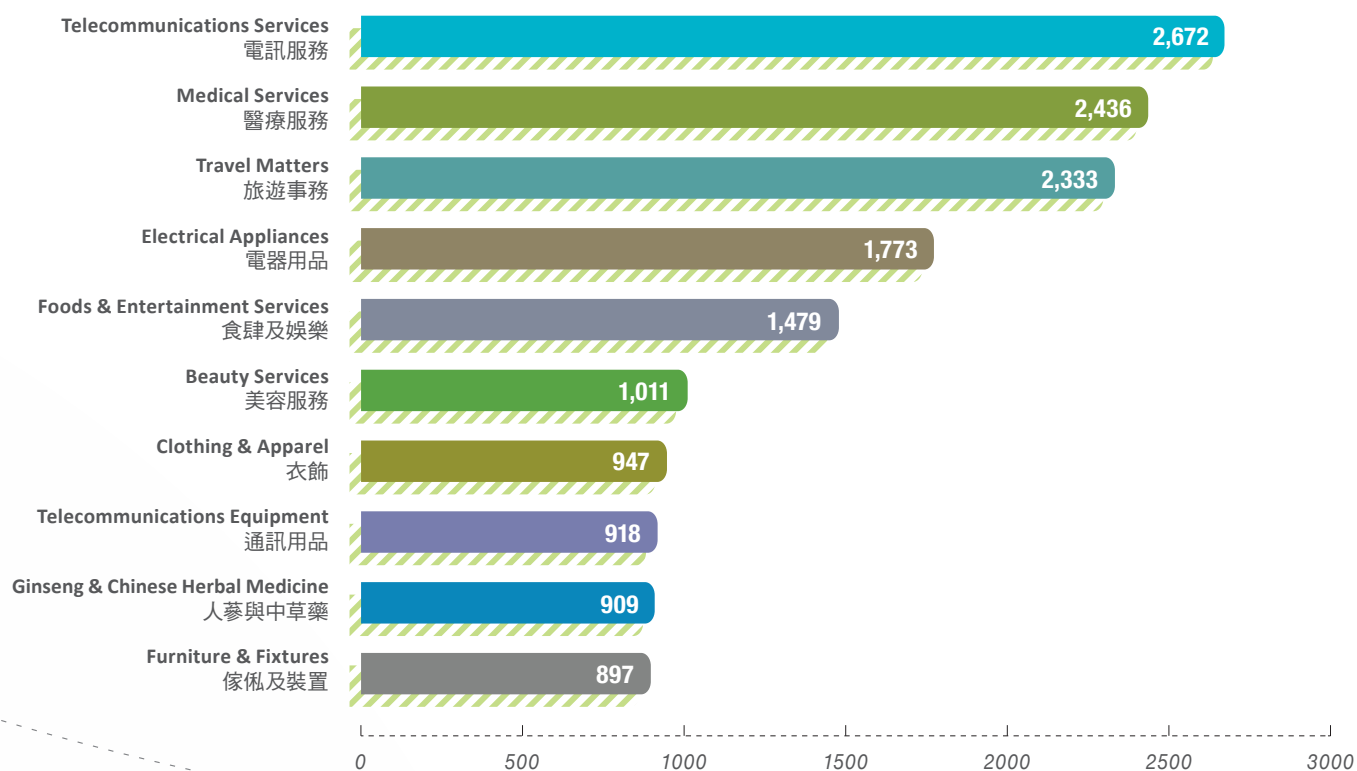


Fig. 3 Nature of Consumer Complaints in 2018-19

圖 3 2018-19 年度投訴性質

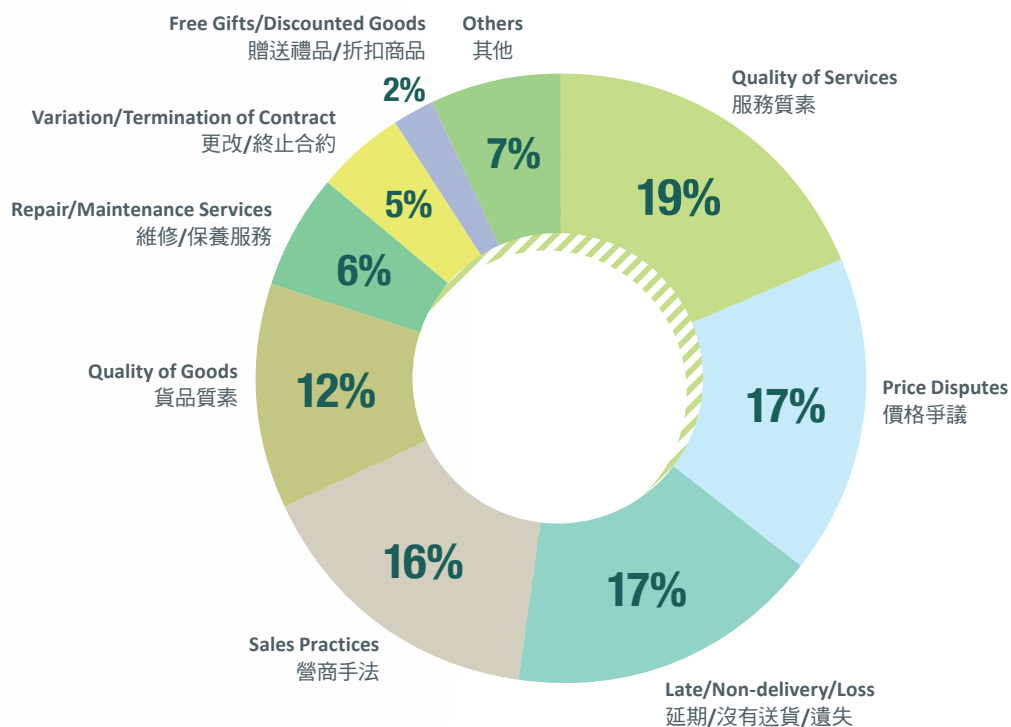


Fig. 4 Resolution Rate of Cases with Pursuable Grounds in 2018-19

圖4 2018-19年度調停成功率

Total no. of cases received 投訴總數	25,326
No. of cases with pursuable grounds ⁶ 可跟進的投訴個案 ⁶	16,651
No. of cases in progress 仍在跟進中的個案	1,428
No. of cases resolved 獲得解決的個案	9,975
Resolution rate 調停成功率	66%

Trends of Consumer Complaints

Rise in Cross-border Consumer Activities

The number of tourist complaints rose rapidly from 2,828 in 2017-18 to 4,715 cases in 2018-19, with a 67% YoY increase. 43% of the tourist complaints were lodged by Mainland visitors against private clinics and medical organisations in Hong Kong concerning vaccination services, which were actively promoted to Mainland consumers through agents, but ended up in failure to perform the service as scheduled due to insufficient number of vaccines. Tourist complaints also involved malpractice in the sales of ginseng, bird's nest, dried seafood and Chinese herbal medicine (538 cases), travel related matters (310 cases) and Foods and Entertainment Services (285 cases).

Online Shopping Complaints Continues to Rise

Disputes relating to online shopping were on the rise again, totalling 4,795 cases in 2018-19, up by 8% YoY. Leading the complaints in this category were Travel & Accommodation (1,407 cases) and Late/Non-delivery/Loss of products or services ordered (1,233 cases). The next most common categories were Foods and Entertainment Services (410 cases), and Computer Products (305 cases).

Cross-boundary Dispute Resolution

The rise in tourist complaints and online shopping reflected the rapid growth in cross-boundary consumer activities. To improve the effectiveness in handling associated disputes, which are often hindered by language barriers, and geographical and jurisdictional problems, the Council has sought to establish a Consumer Dispute Referral Mechanism with the consumer protection bodies in the

消費投訴的趨勢

訪港旅客投訴急速上升

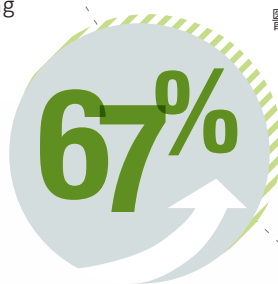
本年度訪港旅客的投訴數字尤為顯著，由2017-18年度的2,828宗上升至4,715宗，升幅達67%。當中近43%來自內地遊客，主要針對本港診所及醫療機構透過中介大力推廣來港接種疫苗，惟最終沒有足夠疫苗如期向消費者提供接種服務。此外，訪港旅客的投訴亦涉及不良營商手法，包括人蔘、燕窩、海味和中藥材的銷售(538宗)、旅遊事務(310宗)及食肆及娛樂(285宗)。

網上交易持續增加

網上消費的投訴再次上升，於2018-19年度共有4,795宗，較去年度上升8%。最多消費者不滿的投訴類別為旅遊事務及住宿(1,407宗)，並有1,233宗涉及延期/沒有送貨/遺失。其次較常見的投訴類別是食肆及娛樂(410宗)及電腦用品(305宗)。

處理跨境消費糾紛

訪港旅客及網上購物投訴的升幅反映跨境消費日趨活躍。語言、地理及法律的差異，往往成為處理跨境消費糾紛時的主要障礙。為此，本會與內地及各亞洲地區建立投訴個案互通機制，以有效處



Tourist complaints
訪港旅客投訴

⁶ Anonymous complaints, cases with insufficient information, and complaints outside the Council's terms of reference are in general non-pursuable. 匿名投訴、個案資料不足、及在本會工作範圍以外的投訴，在一般情況下屬未能跟進的案件。

Mainland and different parts of Asia. In 2018-19, the Council signed a series of Memorandum of Understanding (MoU) with 20 provinces/cities in the Mainland for complaint referral. The Council also started discussing with counterparts in individual cities in the Greater Bay Area and was prepared to expand the scope of collaboration in dispute resolution with the neighbouring cities.

In June 2018, the Council signed a MoU for cooperation with the National Consumer Affairs Centre of Japan, similar to the one signed with the Korea Consumer Agency in May 2017. Under the agreement, consumers will be able to file their complaints to their local consumer body which will refer their cases to suitable counterparts for follow-up. The Consumer Dispute Referral Mechanism greatly enhances consumers' rights and interests in cross-border transactions, including online purchases.

理跨境消費糾紛。於2018-19年度，本會與內地20個省/市簽署一系列合作協議作個案轉介。本會亦陸續與大灣區各市接洽，以擴大與鄰近城市合作處理消費糾紛之範圍。

另外，本會於2018年6月及2017年5月分別與日本國民生活中心及韓國消費者院簽署合作協議書。根據協議，一方所在地的消費者與對方所在地的商戶產生糾紛時，可以回到自己的居住地後，向當地的消費者保障機構作出投訴，並轉介至相關商戶處理消費糾紛。此投訴個案互通機制大大加強了保障兩地消費者於跨境交易，包括網上購物時的權益。

Naming Sanction

In November 2018, the Council named a beauty service group, the Pretty Beauty Centre, for adopting various undesirable trade practices that resulted in serious financial loss and mental distress to aggrieved consumers. The complainants alleged that the company had lured them to patronize the centre by subjecting them to high-pressure sales tactics for expensive treatment packages, misleading them in the terms of contract and charges, and exaggerating the effect of the beauty services. Despite repeated attempts by the Council to resolve the complaints, the company adopted an uncooperative attitude and showed no sign of improvement in its services. To rectify the undesirable situation, the Council publicly named and reprimanded the Pretty Beauty Centre, and urged the company to cease and desist from engaging in any further unscrupulous sales practices. The naming action drew strong public support and wide media interest.

點名公布不良商店

於2018年11月，本會以公開點名的形式譴責「凱詩美容」採用多種不良銷售手法，令消費者蒙受重大金錢損失和精神壓力。消費者先被利誘到美容中心，然後美容師或銷售員再以高壓硬銷大額療程、誤導合約條款及收費，並誇大美容效果。本會多次與該商戶交涉，惟對方採取不合作態度，亦無改善服務的跡象。為糾正歪風，本會遂作出公開譴責，敦促有關商戶立即停止使用各種不良銷售手法。此舉亦獲得大眾的強烈支持和媒體的廣泛報導。



Improving Product Quality and Safety

改善產品質素及安全

Research and Test Reports

A total of 54 testing, survey and research reports were published in the Council's monthly CHOICE Magazine during the year⁷. When products were found to be non-compliant with Hong Kong regulations or international standards, the Council notified the relevant regulatory authorities for immediate follow-up action, and called on the manufacturers and their agents to rectify the faults and improve the products. Over the years, such market monitoring mechanisms had proven to be effective in facilitating law enforcement and driving different businesses to improve their product quality and services.

Types of Product Tests

The Council contracts internationally recognised laboratories or collaborates with Government departments to conduct tests on over a thousand products in the year. As an active member of the International Consumer Research & Testing (ICRT), which is an international consortium of more than 35 consumer organisations, the Council has full access to ICRT product tests, through which valuable resources and experience from other markets are shared and effectively applied.

Food

Consumers are generally getting increasingly health conscious. Meeting such consumer needs, the Council increased its resources in testing popular food products in Hong Kong, including butter and margarine, cookies and sweet pastries, tofu and honey, etc. and advised consumers on their safety and nutrition levels.

54

Research &
Test Reports
研究及測試報告

研究及測試報告

年內，於本會《選擇》月刊上發表的產品測試、調查和研究報告共54份⁷，每當發現產品未能符合香港法規或適用的國際標準時，本會均會通知相關監管機構立即採取跟進行動，並呼籲製造商及代理商糾正錯誤並改善產品。多年來，這種市場監察機制已證明可有效協助執法 and 促進各界改進產品質素及服務。

產品測試的種類

本會委托國際認可的實驗室或與政府部門協作測試，每年測試過千種產品。國際消費者研究及試驗組織(ICRT)由世界各地超過35個消費者組織組成，本會作為ICRT的活躍成員，可以充分利用ICRT產品測試，從而共享和有效應用其他市場的寶貴資源和經驗。

食品

縱觀全球，消費者的健康意識越來越高。本會增加資源測試廣受歡迎的食品，包括牛油和人造牛油、曲奇及甜酥餅、豆腐和蜂蜜等，提供有關安全和營養成分的建議，滿足消費者的需要。

⁷ See Appendix 6 for the lists of testing reports, market survey and in-depth study reports published during 2018-19.
於2018-19年度公布的產品測試、市場調查及研究報告一覽表見附錄六。

Product quality and safety are vital to consumer protection. Through its extensive research and testing programmes, the Council monitors the safety and quality of a wide spectrum of essential products covering food, household products, electrical appliances, consumer electronics, cosmetics and personal care items, clothing, products designed specifically for children and elderly people, and much more.

The Council's findings empower consumers to make safe, objective and informed choice in their daily consumption.

產品質素與安全對消費權益至關重要。透過廣泛的研究及測試工作，消委會致力監察各類產品的安全和質素，包括食品、家居用品、電器、電子產品、化妝及個人護理產品、服飾、兒童及長者用品等等。本會發放的訊息有助消費者提升自我保護能力，讓其在日常消費時作出安全、客觀以及知情的選擇。

In the year, consumer awareness was drawn to the harmful contaminants such as glycidol, acrylamide and 3-MCPD commonly found in bakery products and other food stuff that undergone high-temperature cooking process. Since these contaminants are classified as genotoxic carcinogens, the Joint Food and Agriculture Organisation/World Health Organisation Expert Committee on Food Additives's advice to consumers is the less consumption the better.

Butter and Margarine

The Council tested 30 prepackaged models, comprising 9 butter products, 16 margarine and fat spread products, 4 butter and vegetable oil blended fat spreads, and 1 shortening product. The content of 2 harmful contaminants, glycidol and 3-MCPD was measured. 18 margarine models were found to contain from 13 to 640µg/kg of the genotoxic carcinogen glycidol, and 16 of them had 44 to 1,100µg/kg of the contaminant 3-MCPD. Because of the genotoxicity and carcinogenicity of glycidol, consumers were advised to keep their intake of glycidol to as low as reasonably practicable. With regard to 3-MCPD, according to the European Food Safety Authority recommendation on the tolerable daily intake of 2 micrograms, only a sustained daily intake of 24 teaspoons of the test model with the highest 3-MCPD content (1,100µg/kg) would exceed the recommended limits. Therefore, with normal consumption, the impact on health was minimal. The Council urged the authorities to draw on overseas experience to introduce regulatory oversight in the application of partially hydrogenated oils in Hong Kong.

Consumers were advised that bad fatty acids, such as saturated fatty acids and trans fatty acids, can increase the risk of cardiovascular disease and hence reduction in consumption was encouraged. All the butter models were found to have generally high levels of saturated fatty acids (50.5 to 56.2g/100g), and 1 margarine model was found to have saturated fatty acids content (77.2g/100g) that was even higher than that of the average of butter. The trans fatty acids content in the margarine products tested was relatively low, but most were processed from artificial and partially hydrogenated vegetable oils.

年內，本會銳意提高消費者對烘焙和高溫烹飪過程中產生的有害污染物的認知，如環氧丙醇、丙烯酰胺及氯丙二醇。這些污染物屬基因致癌物，聯合國糧食及農業組織/世界衛生組織聯合食品添加劑專家委員會建議，攝入量愈低愈好。

牛油及人造牛油

本會測試了30款預先包裝的樣本，包括9款牛油及16款人造牛油及塗抹醬、4款牛油和植物油脂脂肪混合物塗抹醬，以及1款起酥油，量度樣本中有害污染物環氧丙醇及氯丙二醇的含量。測試發現18款人造牛油含有基因致癌物環氧丙醇，含量介乎每公斤13至640微克，而且當中16款同時含污染物氯丙二醇，含量介乎每公斤44至1,100微克。由於環氧丙醇同時具基因毒性和致癌性，消費者應盡量減少攝取。至於氯丙二醇，歐洲食品安全局建議的每日攝入量為2微克。按是次測試中檢出量最高的樣本(1,100微克/公斤)計，要持續每日進食24茶匙，才會超出該建議上限。因此，正常進食對身體的影響甚微。本會呼籲當局參考外地法規以監管本港半氫化油的使用。

由於飽和脂肪酸及反式脂肪酸屬壞脂肪酸，會增加患心血管病的風險，消費者應盡量減少攝入。

全部牛油樣本所含的飽和脂肪酸水平普遍較高(50.5-56.2克/100克)，至於人造牛油則有1款樣本的含量較高(77.2克/100克)，相比牛油的平均含量更高。人造牛油的反式脂肪含量普遍較低，但大多數是在人工半氫化植物油加工時產生。





Cookies and Sweet Pastries

The Council tested 58 models of cookies and sweet pastries: 8 palmiers, 3 almond puffs, 9 egg rolls, 9 butter cookies, 11 chocolate cookies, and 18 cookies of other flavours.

The food safety tests included tests for 3 contaminants: glycidol, acrylamide, and 3-MCPD. The tests showed that only 7 models were completely free of these 3 contaminants. 40 were found to contain from 3.4 to 1,900µg/kg of glycidol, 42 models were found to contain from 32 to 340µg/kg of acrylamide, and 35 had 11 to 780 µg/kg of 3-MCPD.

The models with high glycidol and 3-MCPD content contained mostly shortening or refined vegetable oil, while the models with low or no levels of contaminants detected used butter as fat ingredient.

According to the definition in the Centre for Food Safety (CFS) "Shopping Cards", all 58 models were found to be "high in sugar" or "high in fat"; 48 were high in sugar (more than 15g of sugar per 100g of solid food); 56 were high in fat (more than 20g of total fat per 100g of solid food); and 46 were found to be high in both sugar and fat.

The Council stressed that food safety and health are crucial consumer rights and urged manufacturers to improve their recipes and production process to offer a wider range of consumer choices. Despite the obvious benefits of unsaturated fatty acids, consumer should refrain from eating too many cookies and sweet pastries with nuts and seeds to avoid excessive intake of fats and calories.

Tea-based Beverages

Joined with the CFS, the Council tested 8 models of non-prepackaged tea products for their sugar content. The test found the sugar content of the 78 non-prepackaged original flavour models ranged from 1.4 to 11g/100g. On average, Passion Fruit Black Tea had the highest sugar content and (cheese) Milk Foam Green Tea had the lowest.

The test revealed that the sugar content per cup in 5 models reached 50g or more, which means that drinking a whole cup would exceed the World Health Organisation recommended daily limit on sugar content. The model with the highest sugar content per cup in the test was a Matcha Latte (72g).

曲奇及甜酥餅

本會測試58款曲奇及甜酥餅：8款蝴蝶酥/千層酥、3款杏仁條、9款蛋卷、9款牛油曲奇、11款朱古力味曲奇及18款其他口味的曲奇。

是次食物安全測試包括3種污染物：環氧丙醇、丙烯酰胺及氯丙二醇。測試結果顯示，只有7款完全不含上述3款污染物，有40款樣本檢出環氧丙醇，含量介乎每公斤3.4至1,900微克，另有42款樣本檢出丙烯酰胺，含量介乎每公斤32至340微克，35款樣本檢出氯丙二醇，含量介乎每公斤11至780微克。

環氧丙醇及氯丙二醇含量較高的樣本，多數含起酥油或精煉植物油，而不含污染物或含量較少的樣本，則以牛油作為油脂配料。

根據食物安全中心「購物指南卡」的定義，58款樣本全屬「高糖」或「高脂肪」食物，其中48款屬「高糖」（即每100克固體食物含超過15克糖），另外56款可界定為「高脂肪」（即每100克固體食物含超過20克總脂肪），有46款既高糖又高脂。

本會強調，食物安全和健康是重要的消費權益，促請廠商改良生產配方及程序，讓消費者有更健康的選擇。儘管不飽和脂肪酸對身體有一定好處，消費者亦需注意不應吃太多含堅果和種子的曲奇及甜酥餅，以免攝入過多脂肪和卡路里。

調製茶類飲品

本會與食物安全中心合作，測試8種非預先包裝調製茶類飲品樣本的糖含量。測試發現78款非預先包裝的原味樣本中，糖含量由每100克含1.4克至11克不等，平均糖含量最高的是百香果紅茶，而最低則是芝士奶蓋綠茶。

測試顯示，以每杯計算，有5款的糖含量達50克或以上，即飲一杯已超出世界衛生組織建議的游離糖全日攝入上限。當中1款抹茶拿鐵樣本的糖含量最高，每杯達72克。

In general, the “no-sugar-added” recipes were found to contain less sugar than the original flavour, e.g. the “no-sugar-added” Jasmine Green Tea had an average of 99% less sugar content per 100g. However, for beverages containing concentrated fruit juice, honey or fruit juice syrup as essential ingredients, reduction in sugar content in the “no-sugar-added” recipes was limited.

With regard to Pearl Tapioca Milk Tea, the test found that the average energy level of a whole cup of original flavour model could reach 400kcal (around 20% of the required calories intake of an average adult), with over 40% of the energy coming from the pearls.

The Council advised consumers to choose beverages with less sugar content and choose “no-sugar-added” or “less sugar” recipes if available. Consumers should be mindful of the portion size and choose smaller portion or share drinks with friends.

Electrical Products

Since there are more and more Hong Kong people living in tiny flats, more electrical appliances and devices in compact size have been launched in the market recently.

Electric Hot Plates

The Council conducted a test to evaluate the safety and performance of 9 electric hot plates, with prices ranged from \$599 to \$998.

None of the test models was in full compliance with the latest international safety standards, as all of them were found unsatisfactory in temperature rise, while 8 were found to have inadequate insulation distance. Also, the leakage current of 2 models was relatively high when operated at 1.15 times of the rated power input. Other non-compliance regarding product safety was found in abnormal operation, protection against access to live parts, provision for earthing, etc. The test results were forwarded to the Electrical and Mechanical Services Department for follow-up.

On grilling performance, the food browning of 1 model was relatively uneven. After pre-heating, the highest temperature discrepancy recorded on the models at 5 different positions of the flat plate ranged from 35.4°C to 61.1°C, reflecting an uneven heat distribution.

USB Travel Adaptors

A test on 10 models of USB travel adaptors revealed that none of them could pass all safety parameters in test. The overall safety rating of 2 unbranded models was only 2 points or below. Such common defects as insufficient insulation distance between the USB transformer and circuit were found, which increased risks in circuit breaker or short-circuit; and non-compliant dimensions of the plug pins with the standard leading to poor contact and affecting electrical operation. Further, the product labelling of all models was incomplete with missing warning messages, such as “Does Not Convert Voltage” and “For Use with Unearthed Appliances Only”.

一般來說，不加糖樣本的糖含量均較原味的樣本少，例如無糖茉莉綠茶每100克的平均糖含量可減99%。不過，加入濃縮果汁、蜜糖或果汁糖漿的樣本，不加糖配方的糖含量減幅則有限。

至於珍珠奶茶，測試發現一杯原味珍珠奶茶平均的能量值為400千卡(約一般成年人每日所需能量的20%)，當中超過4成能量來自珍珠。

本會建議消費者選擇糖含量較少的飲品，盡量選擇「不加糖」或「少糖」配方，並留意飲品的分量，宜選擇分量較少的飲品或與他人分享。

電氣產品

由於香港人的居住環境愈趨細小，近年市場上推出不同小型家電和設備，以配合需要。

電熱盤

本會測試了9款售價由\$599至\$998的多功能電熱盤的安全程度及效能表現。



所有樣本均未能完全符合最新的國際安全標準測試要求。所有樣本的溫度升幅均未能符合標準要求，8款的絕緣距離不足。其中2款樣本在1.15倍的額定輸入功率下操作時，量得的洩漏電流過高。其他安全不符的問題出現於非正常操作、防觸電保護及接地措施等。本會已將安全測試結果轉交機電工程署跟進。

燒烤測試方面，1款樣本的食物色澤較為不均勻。各樣本預熱後於平面烤盤的5個不同位置量得的最高溫度差異由35.4°C至61.1°C，反映其溫度分佈不均勻。

USB旅行萬能蘇

測試10款USB旅行萬能蘇的結果顯示，無一能完全通過所有安全測試項目。2款無牌子型號的樣本，其總評分僅為2分或以下。測試發現不少型號的USB變壓器及電路的絕緣距離不足，可能導致供電跳掣或短路；插腳大小與標準尺寸有差異，可引致接觸不良或影響操作。此外，所有樣本的產品標示未盡完善，欠缺重要警告字句，如「不能轉化電壓」及「只供非接地電器使用」。

Apart from strengthening enforcement actions, the Council also called on the manufacturers to immediately improve the design and quality control of their products. The Council also cautioned consumers to exercise extra care when selecting USB travel adaptors.

Cosmetics and Personal Care

The Council advised consumers to be vigilant about the presence of fragrance allergens, as well as skin sensitisation potency of the allergens and their oxidised compounds in cosmetics and personal care products. Consumers with sensitive skin may experience temporary redness, itchiness or skin irritation after use, and some may even develop contact sensitisation, such as skin rashes or swelling. Because of frequent usage, the Council called for a closer surveillance on these products to assess their claims and actual value.

Essential Oils

The Council tested 30 models of essential oils of lavender, sweet orange and eucalyptus flavours, which were extracted respectively from flowers, fruits and leaves. With reference to the European Union (EU) cosmetics regulations, the test examined the models for the presence of 26 fragrance allergens. The tests detected 10 different fragrance allergens in the 30 models with each model containing at least 2 allergens.

The EU regulations stipulate that products with any of these 26 allergens exceeding specified levels must indicate the allergens on their ingredient lists. The test revealed that the amount of allergens in all models exceeded the levels set under the EU cosmetics regulations, but only 4 were labelled with some of the allergens. Furthermore, 14 models had no detailed dilution instructions for proper usage on the label or packaging.

The Council was highly concerned about the non-disclosure of allergens and the lack of dilution instructions, which might expose consumers to allergic reactions. Manufacturers and traders were urged to improve their product labelling to safeguard consumer health.

In the test, 24 models were labelled “For External Use Only” or “Not to be Taken Internally”. Only 1 lavender model was labelled for dietary use, but no detailed instruction for this use was indicated. The report urged consumers to exercise due care when using essential oils as flavouring condiments, and to consume them sparingly to avoid adverse reactions in any case.

Perfumes

The Council tested 55 models of perfumes, comprising 28 eau de parfum, 23 eau de toilette and 4 eau de cologne, whose prices ranged from \$48 to \$1,775 a bottle. The test findings revealed that all the perfumes tested contained 4 to 15 types of fragrance allergens, and 23 models had 10 or more types of fragrance allergens. The total concentration of fragrance allergens ranged between 0.17% and 5.35%. 6 models had a relatively higher total concentration of 3% or more, while 18 models had less than 1%.

除了加強執法行動外，本會亦呼籲生產商應立即改善產品設計及生產品質監控，而消費者選購及使用時也應加倍留意。

化妝品及個人護理

本會建議消費者應留意化妝品和個人護理用品含香料致敏物，及其產生的皮膚致敏作用和氧化化合物。敏感皮膚人士可能在用後出現短暫泛紅、痕癢和皮膚刺激，少數人更會出現接觸性過敏反應，如產生紅斑、腫脹等。由於經常使用，本會建議加強此類產品的監察，以評估產品的聲稱和其實際效用。

香薰精油

本會檢測市面上30款香薰精油樣本，包括分別提取自花朵、果實、葉子的薰衣草、甜橙和尤加利樣本。參考歐盟的化妝品規例，檢測各樣本是否含有26種香料致敏物。30款樣本中共檢出10種香料致敏物，每款樣本含最少2種致敏物。

歐盟規定含有該26種致敏物並超過特定水平的產品，需要在成分標籤上列出所含香料致敏物。測試顯示，全部樣本的致敏物含量均高於歐盟化妝品規例的規定，當中只有4款樣本有標示致敏物。此外，14款樣本沒有在標籤或包裝上詳細列明正確的稀釋方法。


本會高度關注產品欠缺致敏物成分標示及稀釋方法，認為有機會增加消費者產生過敏反應的風險。本會亦敦促供應商改善標籤說明，以保障消費者健康。

測試中有24款標示「只限外用」或「不可進食」等字眼。只有1款薰衣草精油的標籤資料提及產品可作膳食用途，但沒有詳細描述食用方法。報告提醒消費者不宜隨便使用香薰精油作調味料之用，在任何情況下都要謹慎使用，以免有不良反應。

香水

本會測試了市面上55款香水的安全程度，包括28款淡香精、23款為淡香水和4款古龍水，每瓶售價由\$48至\$1,775不等。測試發現全部樣本均檢出4至15種香料致敏物，當中23款更檢出含有10種或以上香料致敏物。檢出的致敏物濃度總量由0.17%至5.35%。其中6款樣本的香料致敏物質總量相對較高，達3%或以上，另有18款的總量低於1%。





The test also found 17 models contained chemical HICC (hydroxyisohexyl 3-cyclohexene carboxaldehyde), 15 of them with a concentration of over 0.02%. The EU's Scientific Committee on Consumer Safety recommends that HICC should not be used in the manufacture of consumer products, pointing out that even if the HICC concentration in cosmetics is as low as 0.02%, it should not be regarded as safe from allergic reactions.

In addition, 11 models were found to contain chemical DEP (diethyl phthalate), with concentration ranging from 0.00086% to 1.1%. Consumers who apply perfumes frequently, in addition to scented body care products, were advised to pay extra attention to the DEP content in perfumes.

Toilet Rolls

In a test on 25 models of toilet rolls, the Council found wide variations in their net weight, number of sheets, total length and area per roll. The rolls were sold in 10- or 12-roll packs and were priced from an average of \$2.2 to \$4.2 per roll.

The models were also put through a series of tests on tensile strength (dry and wet), and bursting strength. The combined test results indicated that the 3-ply models were weaker than the 4-ply rolls. All 4 models of the latter were rated 3 points or above. In contrast, only 6 out of 21 3-ply models (less than 30%) achieved a rating of 3 points and above.

Almost half of the models did not provide full product information; and of the 13 models that provided the weight, more than half (8 models) were actually weighed less than what were listed on the package. The Council stressed that consumers have the fundamental right to be accurately informed with full and truthful information on packaging.

Sanitary Napkins

The Council tested 45 models of sanitary napkins: 21 models were purportedly suitable for day use and regular menstrual flow; 10 models were for day/night use, and 14 models were for overnight use.

The test made reference to the Mainland's mandatory and recommended standards for sanitary products, a Taiwan's Standard on Feminine Sanitary Napkins, and in conjunction with the laboratory to jointly devise a test method for evaluation of the product performance from different aspects, including absorption tests and rewet assessment, based on a simulated usage of the products.

41 models almost fully absorbed the fluid (5ml) within a short time, indicating good absorption rate, while the remaining 4 absorbed only 3.1g to 3.6g of fluid, but were still in compliance with the Mainland's standard.

測試亦發現，17款樣本檢出新鈴蘭醛，當中15款檢出的濃度均高於0.02%。歐盟消費者安全科學委員會建議，新鈴蘭醛不應用於製造消費品，更指即使化妝品的新鈴蘭醛濃度低至0.02%，仍不可視作安全和不致敏。

此外，有11款樣本檢出塑化劑鄰苯二甲酸二乙酯，檢出量由0.00086%至1.1%不等。消費者若經常使用香水，並習慣使用添加香味的身體護理產品，便要特別留意香水中的鄰苯二甲酸二乙酯含量。

衛生卷紙

25款衛生卷紙的測試發現每卷的淨重、張數、總長度及總面積的差異頗大。樣本分每抽10卷或12卷包裝出售，平均每卷售價\$2.2至\$4.2。

樣本經過一系列拉力強度（乾紙和濕紙）和爆裂強度測試。綜合測試結果顯示，3層紙樣本的強度較4層紙樣本遜色。4款4層紙樣本的紙張強度均取得3分或以上。相反21款3層紙樣本中，只有6款（不足3成）取得3分或以上。

近半樣本沒有提供完整產品資料；至於有提供重量資料的13款樣本，多於一半（8款）量得的實際重量較其聲稱為輕。本會強調於包裝上獲得完整及正確的產品資料是消費者的基本權益。

衛生巾

本會測試了45款衛生巾，包括21款聲稱為適合日用或供一般流量的型號、10款為供日用/夜用型號，及14款夜用型號。

測試參考內地強制性及推薦性國家標準，以及台灣衛生棉標準，另加上與實驗室共同設計的試驗方法，以模擬日常使用情況，多方面評估產品的吸收和回滲等效能表現。

41款樣本在短時間內幾乎完全吸收5毫升人造經血，吸收速度表現理想。其餘4款僅能吸收3.1克至3.6克人造經血，但仍符合內地標準的要求。

In the multiple absorption test, those for day/night use performed the least satisfactory; 2 of them were saturated upon absorption of their first dose of artificial menstrual fluid. Although the remaining 8 models completed the absorption test, the time required varied from 189 to 1,754 seconds, revealing an eight-fold difference.

With consideration of rewet test and multiple absorption test, the findings showed that the speed of absorption might not necessarily go hand in hand with the efficacy of keeping the surface dry. Manufacturers were urged to improve product design to meet both quality standards.

Household Products

Cot Mattresses

The Council, in conjunction with ICRT, carried out a test on 8 models of cot mattresses including 3 spring mattresses and 5 foam mattresses.

The firmness of 2 models was found to be inadequate in some positions, which could result in respiratory problems or even suffocation should infants roll over and bury their face in the mattress. After the 10,000-cycle durability test, 1 model was found to have inadequate firmness. 1 model did not comply with the requirement in the safety standard regarding dimension accuracy, resulting in the danger of trapping the infant's limbs, fingers, toes or head in the gap between the mattress and the cot frame. The test results were referred to the Customs and Excise Department (C&ED) for investigation and follow-up.

The Council urged manufacturers to improve their mattress designs to ensure conformity with requirements of the safety standard to minimise the risk of accidents.

Clothing Products

School Uniforms

A test on 49 models of school uniforms sourced from 22 suppliers found the presence of azo dyes in 2 models tested. These dyes can release carcinogenic aromatic amines, so their use has been long banned in many countries and regions. The safety of school uniforms is regulated under the Consumer Goods Safety Ordinance and thus, the test results were referred to C&ED for investigation and follow-up. The Council urged school uniform suppliers to check the source of the dyes and to immediately stop selling any uniforms that were found to contain such harmful substances. The Council also suggested the Government to consider specific legislation to govern the production of textile products to enhance consumer protection.

而在多次吸收測試中，日用/夜用的型號整體表現最遜色；其中2款在吸收第1次人造經血後已呈飽和狀況。而餘下的8款日用/夜用型號雖能完成測試，但需時由189秒至1,754秒不等，相差超過8倍。

就多次吸收試驗表現及其表層回滲量而言，測試結果發現樣本未必可以同時兼備吸收速度及維持表層乾爽的功能。廠商應改善設計，使產品達致兩者的優質標準。

家居產品

嬰兒床床褥

本會聯同ICRT測試8款嬰兒床床褥，當中包括3款彈簧床褥及5款泡膠床褥。

測試發現2款樣本的部分位置硬度不足，若嬰兒翻身俯睡，有機會因床褥緊貼嬰兒面部而影響呼吸，甚至造成缺氧窒息。耐力測試發現再有多1款樣本的硬度不足。1款樣本的尺寸準確度不符合安全標準要求，有機會令嬰兒在床架和床褥的空隙間夾傷四肢、手指、腳趾或頭部。有關測試結果已經轉交海關跟進。

本會呼籲廠商從速改善床褥設計，確保床褥符合各項安全標準，減低發生意外的機會。

服裝產品

校服

本會測試了來自22間校服供應商的49款校服，發現2款樣本檢出偶氮染料。這些染料可釋出有害芳香胺，在不少國家及地區已被禁用多年。本港現時雖然未有相關法例要求，但校服等紡織品受《消費品安全條例》規管，須符合產品的一般安全標準，測試結果已交予海關跟進。本會促請校服供應商檢視染料來源及立即停售有問題的產品，同時促請政府為紡織品訂立相關法例，提升對消費者的保障。



Furthermore, 8 models were found to contain formaldehyde and 2 had pH values that exceeded the Mainland standard. The Council strongly recommended that school uniform suppliers should strictly monitor and control the quality and safety of their products. Schools, on the other hand, should seek more information about the safety of the materials used and validate quality as appropriate.

UV Protection Arm Sleeves

A total of 20 models of UV protection arm sleeves, priced from \$12 to \$480, were tested for UV protection, cooling and comfort, durability and accuracy of fabric composition. The test showed that 19 models had an Ultraviolet Protection Factor (UPF) value of over 50, which means they are capable of blocking more than 98% of UV sunlight. Only 1 model was found to have a UPF value of 30, which is capable of blocking about 97% of UV light. Interestingly, after 10 wash cycles, the UPF value of that model was found to increase to 50.

12 of the 20 models had an unsatisfactory rating in sweat wicking and quick drying performance. There was also a vast variation in air permeability, with a substantial difference between the best and worst performers of over 50 times. On the other hand, the test found rather good cooling and comfort performance in the general UV protection arm sleeves; some were even better than most of the models that claimed to have a cooling function.

International Comparative Tests

During the year under review, the Council stepped up collaboration with ICRT and joined forces with consumer associations in other jurisdictions to conduct international comparative tests on following products and to advise consumers on selection tips, especially for expensive or durable products:

- Audio-visual and optical products, including soundbars, bookshelf speakers, Bluetooth speakers, wireless headphones, omnidirectional cameras, high-end cameras and interchangeable lens camera kits;
- Computer and telecommunications products, comprising internet security software, VPN services, mesh type Wi-Fi routers, mobile security apps, smart phones and tablet PCs;
- Automobiles and other road vehicles and related products (comprehensive test);
- Household, personal and travel products, such as pushchairs, chef's knives and espresso makers; and
- Sports products, including fitness tracker wristbands and cycling helmets.

In addition to the increasing popularity of the test findings in Hong Kong, the Council's reports on products such as cameras, mobile phones and fitness tracker wristbands were viewed by a considerable number of visitors from the Council's Shoptsmart website, which targets visitors from the Mainland.

此外，測試亦發現8款樣本含甲醛，2款樣本的酸鹼值超出內地標準。本會敦促各校服供應商嚴謹監控產品質量及安全程度；另一方面，學校亦應要求供應商提供更多安全資料及監察產品質素。

防曬手袖

本會測試了20款售價由\$12至\$480的防曬手袖。測試主要比較樣本的紫外線防護效能、涼感及舒適程度、耐用程度、纖維成分吻合度等。測試結果顯示，19款樣本的紫外線防護系數 (UPF) 均大於50，能阻隔98%以上的紫外線。惟其中1款樣本測出的UPF值為30，能阻隔約97%的紫外線。但此樣本於洗濯10次後，其UPF值竟增至50。

20款樣本中，12款樣本排汗快乾性能表現遜色。各樣本的透氣度極為懸殊，表現最好與最差的樣本可相差超過50倍。測試又發現，部分屬一般防曬手袖類別的樣本在涼感及舒適度反而比大部分聲稱有涼感功能的樣本優勝。

國際測試合作

回顧本年度，本會進一步與ICRT合作，並聯同其他地區的消費者組織，對不同種類的產品進行國際性比較測試，並針對昂貴或耐用的產品向消費者提供選擇貼士：

- 影音及光學產品，包括 soundbars、小型揚聲器、藍牙揚聲器、無線耳機、360° 全景相機、高端相機和可換鏡頭相機套裝；
- 電腦及通訊產品，包括電腦安全軟件、VPN服務、網狀Wi-Fi路由器、手機安全程式、智能手機及平板電腦；
- 汽車、道路車輛，以及相關產品(綜合測試)；
- 家居、個人及旅行產品，如嬰孩手推車、廚師刀及特濃咖啡機；及
- 運動產品，如運動手環及單車頭盔

測試結果除了在本地的關注度日漸上升，本會對其他產品的不少報道，如相機、手提電話和運動手環等，都在本會專為內地旅客而設的「精明消費香港遊」網站中常被瀏覽。

Promoting Sustainable Consumption

推廣可持續消費

Product Comparative Test on Appliances

Air-conditioners

The Council tested 15 models of fixed-capacity cooling-only, window-type air-conditioners with cooling capacity of 2.58 to 2.65 kilowatts (kW), or in layman's terms, "1-horsepower".

In relation to the Cooling Seasonal Performance Factor (CSPF), a ratio of annual total heat removal to total energy consumption, 1 model had a notably low CSPF value of 2.62 but the other 14 models achieved a rating between 2.93 and 3.08.

All tested models were marketed with Grade 1 label under the Mandatory Energy Efficiency Labelling but the test found only 9 met the Grade 1 requirement. The most expensive model had the lowest CSPF value, meeting only the Grade 3 rating. The rest were rated Grade 2.

Another crucial performance factor for air-conditioners is their cooling capacity. The test found that the cooling capacity of the 15 models ranged from 2.45 kW to 2.62 kW. Only 1 model was measured to be higher than its claimed value while the claims of the other 14 models fell short by 1.7% to 7.1%.

Though the discrepancies were within the acceptable limit (10%) of the code of practice and international practices, the Council stressed that manufacturers should continue to improve the accuracy of its claim in performance.

電器產品比較測試

冷氣機

本會測試15款定頻式淨冷型窗口式冷氣機，其聲稱製冷量由2.58-2.65千瓦不等，俗稱「一匹冷氣機」。

樣本的製冷季節性表現系數（CSPF），即全年總排熱量與總耗電量的比率，顯示有1款樣本的CSPF值明顯較低，只有2.62；其餘14款樣本的CSPF值則介乎2.93-3.08。

全部樣本標示的強制性能源效益標籤均為一級，但測試發現只有9款樣本的實際能源效益符合一級的水平。最貴但CSPF值最低的1款樣本，實際能源效益只屬3級。而其餘樣本屬2級。

冷氣機另一個關鍵性能是其製冷能力。15款樣本所量得的製冷量由2.45-2.62千瓦不等。只有1款量得的製冷量稍高於其聲稱，其餘14款較其聲稱低1.7%-7.1%。

雖然上述製冷能力差距仍為「產品能源標籤實務守則」及國際慣常做法容許的可接受公差範圍(10%)之內，但本會強調，製造商應繼續提高其聲稱表現的準確度。



Sustainable consumption is one of the most pressing challenges of our time that affects both the current and the next generation. To educate and empower consumers in making greener choices for environmental protection, the Council carries out testing and research to assess the sustainability of goods and services. It conducts comparative product testing on high energy appliances, such as air-conditioners and electric storage water heaters, and undertakes research on sustainability-related issues – for example, children’s textile products and eco-labelling on snack foods – all of which helps promote sustainable consumption.

可持續消費是我們這一代和下一代最逼切的挑戰之一。消委會致力評估產品和服務對可持續消費的影響，藉以教育和鼓勵消費者作出環保的選擇。透過比較和測試耗電量較高的電器產品，如冷氣機和儲水式電熱水爐，以及研究可持續消費的議題，如兒童服飾和零食環保標籤等，實踐可持續消費概念。

Electric Storage Water Heaters

The Council and the EMSD conducted a joint-test to evaluate the safety level and performance of 12 models of electric storage water heaters with rated input power of 3,000 watts, comprising 6 unvented types and 6 shower types.

The test found that 6 models classified as Grade 1 under the Voluntary Energy Efficiency Labelling Scheme (VEELS) had an actual energy efficiency grading lower than that listed on their labels. The discrepancy found in 3 models exceeded the permissible limit and subsequently 2 models were deregistered from the scheme.

Measured against the latest grading standard of the VEELS and calculated on the basis of the test results, only 1 out of 11 single-tank models was rated Grade 1 in energy efficiency, 5 models were rated Grade 2 and 5 were rated Grade 4 and below.

Air Purifiers

The deteriorating air quality has made air purifiers a popular home appliance. The Council tested 12 models of air purifiers with a price difference of over 5 times from \$1,099 to \$7,080.

5 of the tested models claimed a larger applicable maximum room size and 5 models claimed a smaller maximum room size. 2 models made no claims about applicable room size and were promoted for their additional functions as electric fans or 2-in-1 air purifying fans. The test results showed that the claimed applicable room size made by the manufacturers might not necessarily be useful in determining a product’s actual capacity to produce clean air.

儲水式電熱水爐

本會與機電工程署合作測試市面上12款家用儲水式電熱水爐的安全及效能，各樣本的額定輸入功率為3,000瓦特，包括6款無排氣管式及6款花灑式樣本。

測試發現6款在自願性能源效益標籤計劃中屬一級的樣本，其實際能源效益級別較標籤標示的為低。當中3款的差異超出可接受的公差範圍，而當中2款樣本隨後退出計劃。

按測試結果及自願性能源效益標籤計劃的最新評級標準來計算，11款單內膽樣本中只有1款屬於一級效益，5款屬於2級，另有5款屬4級或以下。

空氣淨化機

持續惡化的空氣質素使空氣淨化機成為熱門的家庭電器。本會測試12款售價介乎\$1,099-\$7,080的空氣淨化機，其價錢相差超過5倍。

其中5款樣本聲稱有較大的適用房間面積，另外5款的適用房間面積則較小。另外2款沒有聲稱適用房間面積，並宣傳產品亦可作風扇使用，統稱為「二合一空氣淨化風扇」。測試結果顯示廠商所聲稱的適用房間面積，未必有助評估產品的實際淨化表現。

In the test, the Clean Air Delivery Rate (CADR) was adopted as the measure to indicate the effectiveness of a product in delivering contaminant-free air with a higher value representing a better performance in removing a specific pollutant from the air. The findings showed a vast variation in air purifying performance among the tested models. For instance, the variations in purifying speed among the models for the removal of cigarette smoke, dust and pollen were 2.8 times, 2.4 times and 4.3 times respectively. In particular, when it came to removing formaldehyde, the variation in purifying speed among the models reached a distinctive difference of 26 times.

The findings also showed a considerable difference in energy efficiency among the tested models. Based on the CADR measured for the removal of cigarette smoke, dust, pollen and formaldehyde per watt of energy used, the energy efficiency varied by 86%, 87%, 91% and 93% respectively.

Manufacturers were urged to disclose the CADR on their products, as well as the test standards adopted, so as to provide objective reference and information to help consumers choose an air purifier wisely.

Organic Snacks with Eco-labels

The Council collected 30 models of popular snacks, including chocolates, candies, potato chips, rice cakes, nuts, chestnut and dried fruits, to examine their nutrition labels and organic certification logos.



The labels on 15 of the 30 models had different organic certification logos. Most of them bore the European Union (EU) logo (9 models) and the US Department of Agriculture (USDA) (12 models). The rest had logos from Australia, New Zealand, Japan or Korea. Some had logos from more than 1 certification body.

Based on the information provided by local suppliers, the Council found that the certification information or certificates did not list the brands or product names of the snacks concerned. The Council urged the certification bodies or food manufacturers to enhance the transparency of organic certification to help consumers verify the organic claims made on the food products.

The report also quoted the EU and USDA requirements as examples of different organic certification systems. In view of the absence of any specific legislation governing organic food claims in Hong Kong, the Council advised the Government to refer to overseas experience to establish clear “organic food” standards and requirements to enhance information transparency and safeguard consumers’ rights and interests.

測試採用潔淨空氣量 (CADR) 來顯示樣本提供不含特定污染物空氣的能力，數值愈高表示淨化能力愈好。各樣本的淨化空氣表現極為參差。例如，樣本中清除香煙煙霧、塵埃及花粉的速度分別相差2.8倍、2.4倍和4.3倍。尤以清除甲醛的速度差異最大，不同樣本的淨化速度相差可高達26倍。

樣本的能源效益差別亦頗大。根據每瓦特耗電量可產生的CADR，發現各樣本清除香煙煙霧、塵埃、花粉及甲醛的能源效益分別相差約86%、87%、91%及93%。

本會促請製造商註明產品的CADR以及測試標準，提供客觀數據以方便消費者審慎選購產品。

有機零食及環保標籤

本會搜集了市面30款常見零食樣本，包括朱古力、糖果、薯片、米餅、果仁、栗子及乾果，檢視其營養標籤及有機認證標誌。

30款樣本中有15款標示與有機認證相關的標誌。當中以歐盟 (9個) 及美國農業部 (12個) 的標誌佔最多。其餘的標誌包括澳洲、紐西蘭、日本或韓國。部分包裝附有多於1個有機認證的標誌。



根據本地代理商提供的資料，本會發現其認證資料或證書中，不一定列明零食的品牌及名稱。本會促請認證機構和生產商提高有機食品認證資料的透明度，方便消費者核實食品上的有機聲稱。

報告還引用歐盟和美國農業部的要求作為不同有機認證體系的例子。鑒於本港現時未有任何法例監管有機食品的聲稱，本會建議政府參考外地經驗，清晰釐定「有機食物」的標準和要求，以提升相關資訊的透明度，保障消費者權益。



Children's Textile Products with Eco-Labels

The Council examined the eco-labels of 36 models of textile products for infants and children, including garments, bibs, hats, blankets, towels, pads, comforters and textile toys.

The Global Organic Textile Standard (GOTS) and OEKO-TEX Standard 100 were the most prevalent eco-labels found on textile products. In addition to having a minimum requirement of fibre content from organic sources, the GOTS certification system involves comprehensive requirements on the entire production process, including the cultivation, finishing and packaging of the textile products, energy and water consumption, and chemical discharges, which are all regulated under the voluntary certification system.

The OEKO-TEX Standard 100, on the other hand, addresses the level of hazardous chemicals that remain in the textile products. Under the OEKO-TEX certification system, textile products that are intended for infants and are expected to come into extended close contact with human skin have to fulfil more stringent requirements.

Among the 36 models assessed, 14 were labelled with GOTS certification logo or claimed to be in compliance with the relevant certifying requirements. Making use of the information shown on product labels, promotion materials and supplementary information provided by the suppliers, the relevant certifying information of 12 models could be accessed from the GOTS official website: 6 of them were certified textile products; 4 were made with certified fabrics, fibres or yarns; certifications of 2 models were expired, and the certifying information of 2 models could not be accessed.

On the other hand, there were 10 models labelled with OEKO-TEX certification. The relevant certifying information of 9 models was available on its official website: 7 of them were of Class 1 (articles for babies and toddlers) accredited textile products, and the rest were of certified fabrics.

Before making a purchase decision, consumers were advised to understand the real meaning of the environmental-friendly claims and certification listed on the textile products by cross-checking their certifying information in appropriate website. They were also reminded that buying fewer clothes and textile products, extending their life-cycle by mending the clothes and donating the unwanted clothes to charity will also help support sustainable consumption.

Where Have All the Tested Products Gone?

The products used for testing by the Council were put to further use with a number of items donated to environmental protection organisations, charity groups and non-profit organisations for further consumption and recycling. During the year, a total of 1,887 items were sent to 10 recipient organisations, including electrical appliances, household consumables, health products as well as food and beverages.

The recipient organisations were: ALBA Integrated Waste Solutions (Hong Kong) Ltd., North Point Alliance Church, Evangelical Free Church of China Tung Fook Church, Green Environmental Kitchen Residue Recycle Ltd., Helping Hand Po Lam Jockey Club Housing for the Elderly, Hong Chi Association, H.K.S.K.H. Kowloon City Children and Youth Integrated Service Centre, Kowloon City Baptist Church Neighbourhood Elderly Centre, The Salvation Army and Sham Shui Po Community Association.

嬰幼兒用紡織品及環保標籤

本會檢視了36款嬰幼兒用紡織品樣本的環保認證標誌，包括衣物、口水肩、帽子、包被/被子、毛巾/抹巾、枕墊、安撫巾和玩具。

全球有機紡織品標準認證 (GOTS) 和生態紡織品環保標準100 (簡稱OEKO-TEX標準100) 是最常見於紡織品的認證標識。GOTS除了在成品中對有機纖維含量有最低要求外，這套自願性認證系統對於紡織品整個生產過程，包括原料種植、紡織品加工、包裝物料、耗用的能源和水資源，以及化學物質的排放都有要求。

而OEKO-TEX標準100主要關注紡織品中有害化學物質的含量/釋放量。在這套標準下，擬供嬰幼兒使用及與皮膚有貼身接觸的紡織品，需要符合較嚴謹的要求。

本會檢視的36款樣本中，有14款標示GOTS標誌或表明符合相關認證標準。本會以樣本上的包裝資料、宣傳資訊或由供應商提供的補充資料，在GOTS系統官方網頁搜查各樣本的認證紀錄。12款的資料可在網頁查閱得到：當中6款為認證紡織品；4款取得布料/面料、原纖維和紗綿認證；2款的認證已經逾期；餘下2款則未能在相關網頁中找到其認證資料。

另一方面，有10款標示符合OEKO-TEX標準100要求。當中9款樣本的認證資料可在該系統官方網頁查獲：其中7款獲紡織品成品第一級別（供嬰兒和三歲幼兒使用的紡織品）認證；其餘2款獲布料/面料認證。

消費者在決定購買前應於相關網頁查閱在產品上的環保聲稱和認證，瞭解其認證資料的真確意思。消費者亦應該按實際需要購買產品，可考慮修補產品以延長使用期，及將不需要的嬰幼兒衣物捐贈予慈善機構，以支持可持續消費。

產品測試完畢後的方向

部分經消委會測試的產品會捐贈予環保組織、慈善團體及非牟利機構使用及回收。本年度，本會共轉贈1,887件物品至10間機構，當中包括電器、家庭消耗品、健康產品及食品飲料等。

相關受惠機構為：歐綠保綜合環保(香港)有限公司、基督教宣道會北角恩樂堂、中國基督教播道會同福堂、綠色環保廚餘回收有限公司、伸手助人協會寶林賽馬會老人之家、匡智會、香港聖公會九龍城青少年綜合服務中心、九龍城浸信會長者鄰舍中心、救世軍及深水埗社區協會。

Collecting Market Information on Goods and Services

蒐集消費品和服務業的市場資訊

Market Surveillance

The consumption environment has been transformed with digital developments. In recognition of these changes, the Council embarked on an expanded market surveillance programme⁸ in the year under review, which included daily monitoring of grocery prices at online food vendors, digital services such as ticket reseller platforms and airfare comparison websites, as well as services that impact the everyday life of consumers, such as credit card cash rebates, home insurance, and home care services for the elderly. The Council also raised public concerns over the need for the airline industry to enhance the transparency of its overbooking policy and studied price movements in a basket of supermarket items and the textbook market.

Airfare Comparison Websites

Although airfare comparison websites claim they search hundreds or even thousands of airline and travel agency websites and offer only the lowest prices available, the Council found huge price differences among the websites regarding their so-called “cheapest” air tickets. The Council conducted 50 trials on 6 airfare comparison websites and found that for flights for the same date and destination, the “cheapest” airfares shortlisted by these comparison websites could vary by nearly 100%. Even when the search results were restricted to identical flights, the price shortlisted on different comparison websites could still vary by 45%.

Quite often when consumers were diverted from the comparison websites to the ticket-selling websites for the “cheapest” ticket, they would find it marked at a higher price. In 41.5% of the trials, the “lowest” prices displayed on the most problematic comparison websites were inconsistent with the relevant ticket-selling websites. The biggest price variation represented an increase of nearly 30%.

市場調查焦點

本會在年內擴大對日趨數碼化的消費環境積極監察⁸，包括每日監察網上食品店的糧油雜貨價格及進行數碼服務調查，例如二手門票平台、機票格價網站，以及影響消費者日常生活的服務，例如信用卡現金回贈、家居保險計劃及針對長者的上門護理服務等。與此同時，本會就航空業機位超賣政策透明度的問題提出關注和引起公眾討論，亦一如以往研究一籃子超市貨品價格及教科書價格的走勢。

機票格價網站

縱使各機票格價網站聲稱會從數百個甚至過萬個航空公司及網上旅行社的網站，搜尋最便宜的機票及酒店，然而本會實試發現，網站之間所尋獲的「最低價」機票，價格差距懸殊。本會於6個機票格價網站，按相同的搜尋條件同步搜尋機票50次，發現同一目的地及出發日期的航班，經不同格價網站尋獲的「最便宜」票價可相差近1倍。即使以相同航班作比較，各網站列出的同一張機票價格可相差逾45%。

當消費者經這些格價網站，轉到購票網站時，往往發現「最低價」機票的實際售價，較格價網站顯示為高，問題最嚴重的格價網站與購票網站實際標價出現不一致的次數更高達41.5%，當中差距最大的搜尋結果，標價高出近3成。

⁸ See Appendix 7 for the list of surveys and service study reports published in 2018-19.
於2018-19年度公布的調查及服務研究報告。

The provision of clear and accurate information is key to effective consumer empowerment. The Council is continually engaged in collecting, analysing and correlating information on a vast and ever-growing range of goods and services in both the physical and digital marketplaces.

消委會多年來堅持不懈，對實體和網上市場與日俱增的大量產品和服務，進行資料蒐集、分析和比對，為消費者提供清晰和準確的資訊，增強其自我保護的能力。

In addition to price variations, consumers should pay attention to the reliability of the information provided by comparison websites. The study showed that in some trials, the lowest-priced tickets on 3 comparison sites were either sold out or the shortlisted fares could not be displayed.

Furthermore, none of the comparison websites in the survey provided clear information in regard to baggage allowance, fare or booking class, air mileage earnings, or ticket change and cancellation policies. The Council advised consumers to bear in mind that this information could affect airfares, they should always understand their own needs, compare the terms and conditions carefully before purchase.

Airline Overbooking Policies

The Council gleaned through the websites of 15 airlines for information relating to overbooking policies and found that only 2 of the airlines provided relatively clear information on boarding priorities, alternative flight arrangements and compensation amount for passengers involuntarily denied boarding. The other airlines offered only very sketchy information. 6 airlines vaguely indicated that compensation would be provided in accordance with the relevant legislation, yet without providing details of the arrangements for alternative flights, the criteria for compensation and the compensation amount.

There was also no uniformity as to where the overbooking policies were posted on the airlines' websites. Some airlines posted their overbooking policies on the "Conditions of Carriage" page, while others included the related information in their "Customer Commitment"/"Customer Service Plan" section, or in the form of notices or announcements. The airlines used different terms for denied boarding or overbooking, such as "denied boarding", "oversales", "overbooking" or "involuntary rerouting", which can further confuse passengers and make the policies more difficult to compare.

除機票價格差異外，消費者亦要留意格價網站所列表載資料的可靠程度。本會實試搜尋不同機票時發現，當中3個顯示「最低價」機票的網站在連接到購票網站後，網站顯示機票已售罄，又或沒有顯示有關票價選項。

而且，全部格價網站均未有清晰載列重要票務資訊，如可攜帶行李限額、機票的艙位代碼、能否賺取飛行里數、更改及取消機票的政策等。本會提醒消費者，這些項目均影響票價，購票前應清楚瞭解自己的需要，並審慎細閱和小心比對條款細則。

航空公司機位超賣政策

本會從15間航空公司網頁收集有關機位超賣政策的資料，發現只有2間公司的條款較為清晰，列出在非自願被拒登機的情況下，會為受影響旅客提供替代航班及註明賠償金額。其餘的航空公司只列出部分安排，其中6間表明會按適用的法例提供賠償，至於如何安排替代航班、賠償的計算準則，以及賠償金額均未交代詳情。

各航空公司在網站列載超賣政策的頁面也不一致，有的放置於「運送/運輸/承運條款」頁面，有的放於「客戶承諾」或「客戶服務計劃」，或以通告或公告形式載列相關資料。各航空公司對於

超賣機位或被拒登機的描述更是五花八門，包括「被拒登機」、「超額預訂」、「超額銷售」或「非自願變更航線」等，容易令乘客混淆，更遑論互相比較。



In addition, Council staff posing as prospective customers made 48 enquiries with 15 airlines through their service hotlines or airport service counters, and 30 enquiries with 15 licensed travel agents through their service hotlines or branches to explore what other channels could be used to obtain information on airline overbooking policies. The findings showed that even the frontline staff of airlines were not clear about overbooking arrangements, since 60% of them responded that they could offer no information on the company's overbooking policies; and 30% replied that they were not clear about the compensation mechanism for overbooking, or that the company had not provided any special guidelines or specific standards regarding overbooking. And about 30% of the surveyed travel agents indicated that they were unclear about the overbooking arrangements of the airlines.

The Council stressed that despite the absence of legislation governing airline overbooking in Hong Kong, as responsible business operators, airlines should provide timely, clear and detailed information to passengers, and should rigorously review their existing overbooking policies and handling procedures, and implement immediate improvements.

Annual Supermarket Price Survey

In the year under review, the Council expanded its coverage of major supermarket chains from 3 to 4 to provide consumers with more comprehensive information about supermarket prices and trends. Compared with 2016, the aggregate average price of 200 top-selling items in 2017 dropped by 0.04%. But the survey revealed significant aggregate average price increases in 3 product categories (1.9% to 5.3%) and 15 product groups (1.9% to 11.7%), both were higher than the increase of Composite Consumer Price Index (CPI) for the corresponding period (1.5%).

The basket of 200 items was broadly divided into 12 categories and 45 product groups. 7 of the 12 categories recorded an upward trend, with an aggregate average price increased from 0.2% to 5.3% YoY, while 5 categories were down by 0.7% to 5.4% YoY. The analysis showed that the aggregate average prices of 21 of the 45 product groups were up from 0.4% to 11.7% YoY. The product group leading the price surge was bean curd, with an average increase of 11.7%. Coming next were peanut butter/fruit jam (6.4%), pre-packaged cake (5.9%), adult milk powder (4.6%), carbonated drinks (3.8%) and eggs (3.7%). In contrast, the aggregate average prices of 23 product groups were down YoY, from 0.1% to 7.3%, notably, instant coffee (-7.3%), evaporated/condensed milk (-4.4%), canned vegetables/soup (-3.6%) and nuts (-3.3%). Cheese was the only product group that remained unchanged in the aggregate average price.



此外，為瞭解消費者能否從其他渠道獲取有關機位超賣政策的資訊，本會職員以潛在顧客的身份，透過15間航空公司的服務熱線或機場服務櫃檯，及15間持牌旅行社的服務熱線或門市，分別進行共48次及30次的查詢。結果顯示連航空公司前線職員亦未必清楚機位超賣的相關安排，約有6成服務員回答沒有機位超賣政策的資料可提供；約3成表示不清楚公司機票超賣的賠償機制、或公司沒有相關指引或特定準則等。另有約3成接受查詢的持牌旅行社職員表示不清楚航空公司的超賣安排。

本會重申，儘管目前本港沒有規管航空公司超賣機票的法例，業界仍有責任向乘客提供適時、清晰和詳細的資訊。本會促請航空業界以嚴謹態度，全面檢討目前的機票超賣政策及其處理手法，從速改善。

年度超市價格調查

年內，本會將涵蓋在調查主要連鎖超市集團的覆蓋範圍從3間擴大至4間，讓消費者可以更全面掌握超市貨品的價格及趨勢。與2016年相比，2017年200項較受歡迎貨品的總平均售價下跌0.04%。但調查顯示，有3大類貨品（1.9%至5.3%）及15個組別貨品（1.9%至11.7%）的總平均售價上升，兩者升幅均較同期綜合消費物價指數的升幅（1.5%）為高。

一籃子200項超市貨品分為12大類及細分為45個組別分析。在12類貨品中，有7類貨品的總平均售價較前一年上升0.2%至5.3%，另有5類則較前一年下跌0.7%至5.4%。調查結果顯示在45組貨品中，有21組貨品的總平均價格較前一年上升0.4%至11.7%，當中以豆腐組別的總平均售價升幅最大，上升11.7%；其次為花生醬/果醬（6.4%）、包裝蛋糕（5.9%）、成人奶粉（4.6%）、汽水（3.8%）和雞蛋（3.7%）。相反，有23組貨品的整體平均價格較前一年下跌0.1%至7.3%，跌幅較顯著的組別分別為即溶咖啡（-7.3%）、淡奶/煉奶（-4.4%）、罐裝蔬菜/湯（-3.6%）和果仁（-3.3%）。芝士是調查期間唯一錄得總平均售價不變的貨品組別。

Credit Card Cash Rebates

To attract customers and to boost spending, credit card companies offer a dazzling array of rewards. In a survey of 19 card issuers providing 38 cash rebate plans, the Council found that the calculation models for the various reward schemes could be categorised into 3 main types: direct rebates (18 plans), rebates through redemptions (11 plans), and reward deductions (10 plans). After stripping out the various other benefits, the redemption rate for a \$1 cash rebate still differed by up to 8 times, with credit card purchases ranging from \$50 to \$450.

Card issuers promoted a tempting range of rewards, with different cash rebate redemption rates according to spending category, region of purchase, or type of shop. Most plans awarded higher cash rebates for purchases overseas or in a foreign currency. Some card issuers offered extra reward points to cardholders who spent at designated shops, and some even offered cardholders the choice of their own preferred spending categories and reward multipliers. By choosing credit cards with a higher rebate ratio, the transaction amount for a \$1 cash rebate could drop considerably from \$250 to \$27.8.

The Council advised consumers to pay particular attention to the restrictions imposed in the cash rebate plans, the stated expiry period, and the annual fee. Of the 13 plans with reward points, 6 plans set a maximum limit on reward points offered or accumulated. As for the expiry period, 5 plans set the expiry period for reward points from 15 months to 3 years, while the other 8 plans had no expiry period. Most plans did not allow cash rebates or rewards for cash advances, annual fees or tax payments. Most credit cards charged an annual fee of \$220-\$6,800. When consumers compute the actual cost of the cash rebate earned, these limitations and annual fees should all be taken into account.

The Council reminded cardholders to exercise prudent financial control, spend within their means, and never apply for a credit card recklessly or spend more than what they can afford just to earn extra rewards or obtain welcome gifts.

Home Care Services

As there is an increasing demand for home care services due to ageing population in Hong Kong, the Council compared home care services offered by 12 social enterprises or private companies. The study found that the diverse service charges from \$80 to \$2,500 were set or calculated based on the qualifications and hours of service of the service providers, which included registered nurses, enrolled nurses, physiotherapists, occupational therapists, health workers and personal care workers.

The findings showed that the scope of services provided by each company was different and some services had a minimum service time from 30 minutes to 4 hours. Most of the personal care workers provided services for personal hygiene, such as bathing assistance and diaper changing. 2 companies offered additional services, such as house cleaning and emotional care. Most of the companies required a health worker for services like wound care, handling urine bags/stoma bags, and stomach tube feeding.



信用卡現金回贈

信用卡以五花八門的獎賞吸引客戶及推動消費。本會比較19間發卡機構合共38個提供現金回贈的信用卡獎賞計劃，發現獎賞計劃的計算模式可大致分為自動回贈（18個）、換領回贈（11個）及獎賞扣減（10個）。在撇除所有其他優惠後，要兌換\$1現金回贈，各計劃所需的簽帳額仍然由\$50至\$450不等，兌換率相差達8倍。

發卡機構會按消費類別、消費地區或店舖類型推出各式各樣的優惠，提供不同的現金回贈兌換額。大部分計劃於海外或以外幣簽帳可獲更高的現金回贈。持卡人於發卡機構指定類型的店舖消費，可獲額外賞分，亦有發卡機構提供持卡人自選類別及賞錢倍數。若配合可獲更高的賞錢比例的指定卡類，有計劃可由原來\$250簽帳額驟減至\$27.8便可兌換\$1現金回贈。

本會建議消費者留意各項計劃的限制、使用年期和年費：13個設有賞分的計劃，其中6個設發放或累積賞分上限。至於使用期限；有5個計劃的使用期限，由15個月至3年不等，其餘8個計劃則永久有效。此外，絕大部分計劃的現金透支、信用卡年費或繳付稅款等，都不可用作賺取現金回贈或獎賞。同時，大部分信用卡會收取由\$220至\$6,800不等的年費，如要計算實際現金回贈的成本，便應加入上述各項限制和年費一併考慮。

本會提醒持卡人審慎理財，簽帳前應審慎評估自己的實際需要，切勿為了兌換額外獎賞，或領取迎新禮品而隨意申請信用卡或過度消費。

上門護理服務

有見本港人口老化，上門護理服務需求日益上升。本會比較12間社企及私營機構提供的上門護理服務。調查發現各機構收費差異頗大，由\$80至\$2,500不等，主要按提供服務人員的資歷及服務時數計算收費，包括註冊護士、登記護士、物理治療師、職業治療師、保健員及起居照顧員。

The Council advised consumers to check in advance that the service providers have the relevant professional qualifications to deliver the service in need. Consumers were also reminded to check the service areas and hours of the agencies, and the terms of service in severe weather, and to confirm the service time when making an appointment.

Home Insurance

More and more households buy home insurance as the concept of home protection grows in Hong Kong. The Council compared 22 household insurance schemes, and found 10 of the schemes set 40 years as the upper limit for the age of building of the insured unit, and 7 set the upper limit for the building age from 25 to 55 years. All-risk inclusive household contents protection formed the core of home insurance schemes, but the schemes had different definitions of household contents, uninsured incidents or items, and insured amounts, which ranged from \$200,000 to \$3 million. There was also a variation among the schemes in extended or supplemental cover and amounts; for example, the insured amount for alternative accommodation ranged from \$15,000 to \$300,000 per policy year.

Almost all the schemes applied “excess” for household contents protection, such as loss or damage caused by water flooding, water pipe bursts or rain water seepage. For an insurance policy for a unit in a building 25 years old or less, with an insured amount of \$1 million for household contents, for example, the excess could range from \$250 to \$3,000, reflecting a variation of 11 times. The range of excess for legal liability protection was even more substantial, from \$250 to \$10,000, indicating a difference of 39 times.

The Council advised consumers to evaluate their asset value carefully and choose only the insurance policy that suited them best. Choosing a policy solely based on the premium may run the risk of paying for insurance protection that is of little or even no use.

Online Price Watch

The Council collected daily prices of around 2,200 products from online food stores, supermarkets and personal care stores, which were listed on the Council’s Online Price Watch website. During the year, the site was enhanced to include new sub-categories of products, like egg rolls and dietary supplements. The average number of unique visitors to the website per month increased from approximately 53,600 to 60,500 YoY. Most of the visitors were from Hong Kong (67%) and the Mainland (13%).

調查結果顯示，每間機構提供的服務範圍都有不同，個別服務設有最少服務時數，由半小時至4小時不等，大部分起居照顧員均會照顧個人衛生，如協助洗澡及更換尿片，亦有2間機構分別列明家居清潔及關懷情緒等額外服務。至於傷口護理、處理尿袋/便袋、胃喉餵食等，大部分機構均要求選用保健員才可提供此類服務。

本會提醒消費者，應事前檢查機構派出的人員是否具備相關的專業資格以提供所需服務、機構的服務地區及時間、惡劣天氣下的服務條款，及在預約時確定使用服務的時數。

家居保險計劃

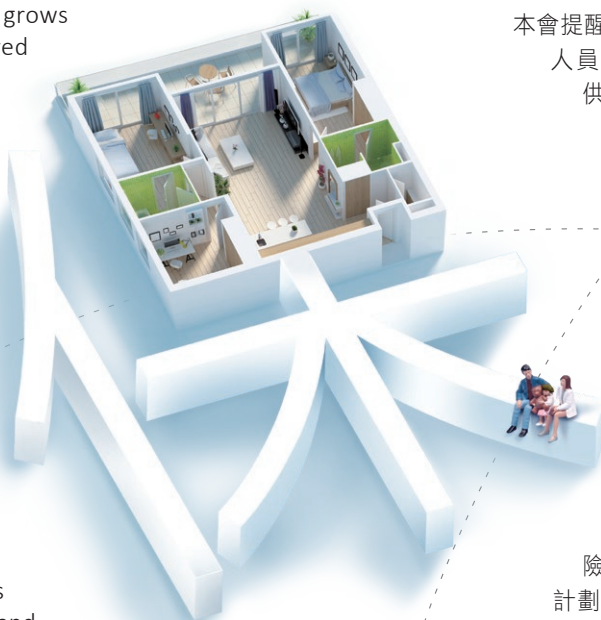
隨著保護家居的概念在香港日趨成熟，不少家庭都購買家居保險。本會比較22個家居保險計劃，發現其中10個都以40年作為受保單位的樓齡上限，另有7個計劃設樓齡上限由最低的25年至最高的55年不等。家居財物全險是家居保險最主要的部分，但各計劃就家居用品、不保事項或物品有不同的定義，保額由\$20萬至\$300萬不等。而計劃之間的伸延或附加保障亦有一定分別，例如臨時居住津貼的每年保額由\$15,000萬至\$30萬不等。

幾乎全數計劃都為家居財物損失保障設「墊底費」，例如水浸、水管爆裂及雨水滲漏等。以投保單位25年樓齡或以下，家居財物保額達\$100萬的計劃為例，「墊底費」由\$250至\$3,000不等，相差可達11倍。至於法律責任保障的「墊底費」差距更大，由\$250至\$1萬不等，差距可達39倍。

本會提醒消費者，應小心評估財物價值及按自己的實際需要選擇家居保險計劃，如果單以保費多少作考慮條件，最終只能獲得部分或完全沒有用的保障。

網上價格一覽通

本會每天從網上食品店/超市/個人護理用品店收集約2,200件貨品的價格，然後在本會的「網上價格一覽通」網站內展示。本會已於今年將網站的效率提高，加入更多新貨品類別如蛋卷及營養補充劑。每月平均獨立訪客人數亦較去年同期高，由約53,600升至60,500，訪客大部分來自香港（67%）及內地（13%）。



Textbook Prices and Expenditure Surveys

The Council's survey of textbook prices of 847 commonly used textbooks from 23 publishers found that the price of textbooks rose by an average of 3.6% YoY, with a breakdown of 3.5% for primary schools and 3.7% for secondary schools, both were higher than the 2.0% rate of inflation in the same period. The majority of the textbooks surveyed (96.2%) were found to have increased by 0.8% to 8.5%. The prices of 32 textbooks (3.8%) remained unchanged, but most of these were for non-core subjects, including Tourism and Hospitality Studies, Religious Studies and Music. None of the textbooks surveyed had a decrease in price. This has been a continuing trend over the past 6 consecutive years.

With the help of the Education Bureau, the Council collected textbook lists for the new academic year from 47 primary and 38 secondary schools as to investigate students' expenditure on textbooks. The survey revealed that primary and secondary school students spent an average of HK\$2,729 and HK\$2,736 respectively for mandatory textbooks and learning materials. Average textbook expenditure increased by 4.4% YoY for primary schools and 3.5% for secondary schools. Both were higher than the 2.0% rate of inflation in the same period. All primary school levels recorded an increase in average textbook expenditure YoY, from 4.2% (Primary 2 and 4) to 5.0% (Primary 6). Average textbook expenditure in secondary grades varied significantly from a fall of 3.1% (Form 6) YoY to a rise of 5.1% (Form 2).

Ticket Reseller Platforms

In response to recent rampant ticket scalping activities, the Council looked into 3 ticket reseller platforms and found that the risk to consumers was highly disproportionate to the services rendered and the exorbitant high fee charged. Apart from an extreme difference in the ticket prices, the reseller platforms charged a handling fee of 26.5% to 38.8% of the ticket price from the sellers and a booking fee of 15% to 28.8% of the ticket price from the buyers.

However, it was found that none of the reseller platforms provided exact information about the tickets beyond the date, starting time, venue and designated ticket zone at the show. None of the platforms showed information on the printed tickets about the seat row and location, or the terms and conditions of the event. If the tickets were lost in the mail or delivery was delayed, none of the 3 platforms undertook to guarantee a refund. If the tickets were found to be invalid, 2 of the platforms set out cumbersome refund requirements for the affected buyers. The provision of customer service by the platforms was virtually non-existent. Although some platforms did list out the customer service hotline number or email, when problems concerning the sale and purchase of tickets occurred, neither buyers nor sellers could get in contact with the customer service staff.

The headquarters of 2 platforms were located in other countries or regions, with no local office specified. If there is a dispute, it will be difficult to pursue redress from a different jurisdiction. The Council therefore reminded consumers to refrain from buying tickets through unofficial channels to avoid the risk.



教科書價格及學生購書費調查

本會於年內發表的教科書訂價調查涵蓋23間出版社，合共847本廣用書。調查結果顯示整體書價平均升幅為3.6%。當中，小學及中學用書的平均升幅分別為3.5%及3.7%，皆高於同期通脹（2.0%）。大部分（96.2%）教科書在新學年加價，加幅由0.8%至8.5%不等。只有32本教科書（3.8%）凍結訂價，主要屬非主科科目，包括旅遊與款待、宗教及音樂。本年度沒有任何教科書減價，亦是本會連續6年錄得課本沒有減價的情況。

此外，本會在教育局協助下，收集了47間小學及38間中學新學年的書單以探討學生實際購書費的變動。調查發現就必須購買的教科書及學習材料而言，小、中學生的平均支出分別為\$2,729及\$2,736，較上年度分別高4.4%及3.5%，升幅皆高於同期通脹（2.0%）。小學各級的平均支出均錄得升幅，升幅由4.2%（小二及小四）至5.0%（小六）不等；中學各級的平均購書費變動有較顯著的差異，由下跌3.1%（中六）至上升5.1%（中二）不等。

二手門票平台

有見近年的門票炒賣活動十分熾熱，本會檢視了3個出售二手門票的平台，發現消費者以高價購票，但享用到的服務和所承受的風險不成正比。此外，3個平台分別向賣家收取門票售出價的26.5%或38.8%作手續費，同時亦會向買家收取票價的15%至28.8%作預訂費。

實試發現各平台都沒有向買家提供確實的門票資訊，出售的門票只會標示有關表演的日期、開始時間、場館名稱及門票所屬票區。各平台都不會標示列印在門票上的座位行數及位置的資料，也沒有列明活動的條款及限制。如遇門票寄失或送遞延誤，3個平台均不保證買家可取回已付款項。倘若門票失效，2個平台有為買家訂立手續繁複的退款申請。另外，平台的客戶服務形同虛設，部分平台雖然列出客戶服務熱線或電郵資料，但假如出售或購買門票時發生任何問題，無論是買方或賣方皆無法聯絡相關客戶服務員。

2個平台的總部位處其他國家或地區，亦沒有列明香港是否設有辦事處。一旦發生爭拗，可能牽涉兩地或多地的法律問題，或難以追究。因此，本會提醒消費者不應透過非官方渠道購票，以保障自身權益。

Fostering Competition and A Fair Marketplace

促進市場競爭和公平交易

Overseas Education Advisory Services

Since many Hong Kong students study overseas, the Council undertook an in-depth study titled “Are Students Protected? An In-depth Look into Overseas Education Advisory Services”. The study adopted various research methods, including consumer surveys, trade surveys, interviews with key stakeholders, and mystery shopping visits.

The study found that there were discrepancies between promises and reality, between expectations and actual experience at different points in the students’ quest for information on overseas education. The Council concluded that the Government, together with the industry, should take an active role in fostering a better and more transparent marketplace in Hong Kong for overseas education advisory services for the betterment of the next generation.

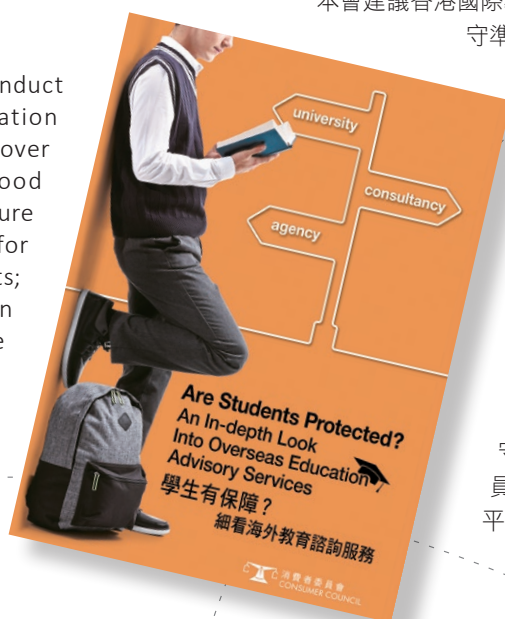
The Council recommended that the code of conduct issued by the Hong Kong International Education Consultants’ Association be strengthened to cover the following areas: ethical standards and good industry practices; consumer protection; disclosure of representation and the receipt of rewards for making referrals; the qualifications of consultants; professional training requirements; advice on the safety of the proposed destination; the use of service contracts; and a redress mechanism for dispute resolution. As for the Government, the Council recommended that it could play a leading role in helping the industry improve its code of conduct and equip its members with the right level of knowledge and expertise to deliver quality services.

海外教育諮詢服務

很多香港學生會負責海外升學，本會以《學生有保障？細看海外教育諮詢服務》為題深入研究此行業。研究採用了多種方法搜集資料，包括消費者意見調查、行業調查、訪問主要持份者和以神秘顧客身份到訪升學顧問公司。

研究發現在學生尋找海外教育資訊的不同階段中，存在承諾與實際情況、期望與經驗之間的落差。本會認為政府與業界均有必要主動改善海外升學顧問服務的市場透明度，構建理想消費環境以保障年輕一代。

本會建議香港國際教育顧問協會加強業內的操守準則以涵蓋下列內容：操守標準及良好的行業模式；消費者保障；披露代理身份及轉介學生收取的報酬；顧問的資歷；專業培訓的要求；提供升學目的地的安全資訊；倡導使用服務合約；以及調解爭議的申訴機制。另一方面，本會相信政府在此議題上擔當領導角色，幫助業界提升操守之餘，亦有責任確保從業員具備適當的知識和專業水平提供優質服務。



The Council acts as a staunch advocate of a fair marketplace for consumers and traders by advising the Government and the business community on fair competition and trade practices based on its in-depth studies of different sectors. It also participates actively in the Government and industry consultations, and submits its views from a consumer perspective on a diverse range of issues and concerns.

消委會一直擔當倡議公平交易的角色，深入研究不同行業的市場競爭及營商手法，並向政府及業界提供建議。本會亦積極參與相關諮詢工作，從消費者角度就不同議題發表觀點和意見。

Global Financial Innovation Network

The Council welcomed the proposal of 12 financial regulators and related organisations around the world, including the Hong Kong Monetary Authority, to establish the Global Financial Innovation Network (GFIN).

The establishment of the GFIN to provide a forum for joint policy work and regulatory trials, and to facilitate cross-border firm trials that would lead to an overall improved level of service, experience and supplier integrity for consumers. The Council also supported the development of a best practice guide for regulators, and the involvement of global standard setting bodies as part of the GFIN, and welcomed the joint work of multiple regulators, and the publication of findings from cross-border trials and market studies on common areas of interest.

In addition to offering the industry a more accessible, well-framed platform to develop and market products, the Council concluded that an effective mechanism to communicate with consumers, such as through the interface with consumer bodies, was also necessary to keep them informed of the latest financial innovation solutions in order to provide appropriate advice to consumers.

全球金融創新網絡

本會歡迎由世界各地12家金融監管局和相關機構（包括香港金融管理局）建議設立的「全球金融創新網絡」。

新設立的「全球金融創新網絡」，為聯合政策工作和監管試驗計劃提供平台，也為企業提供試驗跨境業務方案的環境，改善對消費者的整體服務、經驗及業界誠信水平。本會亦同意為監管機構制定最佳規管模式指示和納入全球標準制定機構為「全球金融創新網絡」的一部份，同時歡迎多個監管機構合作，締造和發布有共同利益的跨境方案試驗及市場研究。

除了為行業提供一個更方便、更完善的平台來發展和行銷產品外，本會認為一個有效與消費者溝通的機制也是必須的，例如透過與消費者組織聯繫，以便他們獲悉最新的金融創新方案，為消費者提供更合適的意見。



Draft Guidelines and Rules by the Insurance Authority

In preparation for taking over the full regulation of insurance intermediaries in mid-2019, the newly established insurance regulator, the Insurance Authority (IA), published a number of draft guidelines and rules in 2018-19 for public consultation. The Council's response to these consultations were summarised as follows:

Draft Guidelines on the (1) Fit and Proper Criteria for Licensed Insurance Intermediaries under the Insurance Ordinance; and (2) Continuing Professional Development for Licensed Insurance Intermediaries

The Council supported the IA's new requirements of raising the minimum education standard of individual licensees so that they acquire adequate language proficiency, as well as knowledge and skills in data analysis, and that responsible officers, given their greater accountability in an insurance agency, should possess a bachelor's or higher degree. The Council pointed out that responsible officers should also take note of consumer protection-related laws and that the qualitative aspects of their role, and the breadth and depth of managing subordinates and running an office should also form part of the assessment criteria in evaluating the suitability of the responsible officers.

With regard to the professional competence requirements for firms, the Council was of the view that a proper understanding of consumer rights and an effective resolution mechanism for settling consumer disputes were important requirements. The Council recommended that firms should have in place an effective resolution mechanism and provide appropriate internal training and assessment, monitor and assure their compliance with the requirements, and maintain proper records to discharge their required responsibility.

The Council also recommended that the minimum Continuing Professional Development (CPD) hours of individual licensees be raised from 20 hours per year for the first 2 years to 30 hours per year, and that the CPD hours required for technical representatives (agents) engaged in restricted scope travel business should also be increased gradually from 3 hours to 9 hours per year. A review on the CPD was also suggested to align with the international requirements and keep up with consumer needs and market developments.

Draft Guideline on Exercising Power to Impose a Pecuniary Penalty in Respect of Regulated Persons under the Insurance Ordinance

The Council in general supported the draft guideline that sets out the considerations the IA would take into account when exercising its power to impose a pecuniary penalty in the event that a regulated person was found guilty of misconduct or judged not fit and proper to carry out the relevant responsibilities.

保險業監管局的指引及規則草擬本

保險業監管局(「保監局」)將於2019年年中,全面接管監管保險中介人的工作。作為新成立的保險業監管機構,保監局於2018-19年期間公布了多份指引和規則草擬本諮詢公眾。以下綜合本會對這些諮詢文件的回應:

有關(1)《保險業條例》持牌保險中介人「適當人選」的準則指引草擬本及(2)持牌保險中介人持續專業培訓指引草擬本

本會支持保監局提高個人持牌人的最低學歷要求,以確保其具有足夠的語文和數據分析能力,而該負責人因須承擔更大責任,因此須要求其擁有學士或高等學位。本會認為負責人亦應關注保障消費者的相關法律,以及在評估負責人是否能勝任時,除需要考慮合適性要求,亦應加入其管理下屬及營運公司的廣泛和深入程度作為評審標準之一。

有關公司專業勝任能力規定的建議,本會認為須對消費者權益有適切的理解,並能提供有效解決消費者糾紛的機制,是極為重要的要求。而公司亦應提供適當的內部培訓及評估,監測並確保他們遵守和符合要求,同時保存適當記錄以履行所要求的職責。

另外,本會建議個人持牌人最低持續專業培訓時數,應由首兩年的每年20小時增加至每年30小時。而對於只從事有限制旅保業務的持牌業務代表(代理人),最低持續專業培訓時數則建議由每年3小時增加至9小時。此外,本會亦建議應檢視現時的持續專業培訓,確保做法與國際要求接軌,並跟消費者的需要和市場發展與時並進。

《保險業條例》有關向受規管人士行使施加罰款權力的指引草擬本

本會基本上支持保監局向干犯不當行為或被裁定並非適當人選的受規管人士,行使施加罰款權力時列出的考慮因素指引草擬本。

The Council considered that consumer interests should be expressly covered, and in cases where misconduct was serious or a detriment to the interests of policyholders, a higher level of fine was expected. To promote good practices in the industry and to effectively stop misconduct of the regulated person, the Council recommended that penalties should be set to serve an effective deterrent effect, especially when it could have a critical effect on consumers, instead of emphasising the financial status of the regulated person.

In determining the level of fine, the Council recommended that the IA should consider the size of the organisation as well as the previous local and overseas disciplinary records and compliance history of the person in Hong Kong and overseas markets. The Council also considered it important for the IA to publicise its decisions to impose a pecuniary penalty on regulated persons who contravene the conduct rules to prevent further misconduct and violations of the Insurance Ordinance.

Draft Insurance (Maximum Number of Authorised Insurers) Rules

The Council was concerned about whether the arrangements about the maximum number of authorised insurers that might appoint an insurance agent or agency would have any likely exclusory effect whereby agents (subagents) or agencies were required to act solely for particular principal(s), which would reduce consumer choices and reduce competition. The Council suggested that the IA should examine the extent of exclusive dealing between agents/agencies and principals in the market.

The Council also pointed out that information transparency was crucial for consumers to make informed choices. In cases where agents represent more than one principal, it would be necessary for the agents to declare their representation at the beginning as to all principals they were involved with, and the possible conflict of interest when making a recommendation to prospective or existing policyholders. The Council suggested adding in the draft rules the stipulation that licensed individual insurance agents or licensed insurance agencies that act for principals should be required to provide adequate and clear information about their identities before making any recommendations to potential policyholders. The Council also considered the IA supervision necessary to improve the quality of information disclosure in the interests of consumers.

Other Consultations

The Council also provided its initial views on the IA's soft consultations concerning the draft guidelines on financial needs analysis (FNA), a cooling-off period, benefit illustrations for long-term insurance policies and medical insurance policies.

本會認為指引應明確涵蓋消費者的利益，當涉及嚴重不當行為或損害保單持有人利益的情況下，罰款水平理應提高。此外，為推廣業界的良好行業模式及有效防止受規管人士發生不當行為，本會認為所訂定的刑罰應具有有效的阻嚇作用，特別是當對消費者構成嚴重損害時，而不應把重點放在受規管人士的經濟狀況上。

至於設定罰款的水平，本會建議保監局應考慮機構的規模、該人士過往在本地和海外的違規及合規紀錄等。另外，本會認為保監局有必要公布對於違反行為規則的受規管人士行使施加罰款的決定，以防止進一步犯上不當行為或違反《保險業條例》的情況再度發生。

有關保險業(獲授權保險人的最高數目)規則草擬本

至於獲授權保險人的最高數目，本會關注保險代理人或代理機構會否被要求只能獨家為某(些)特定保險公司服務，會縮窄消費者的選擇範圍和減少競爭。本會建議保監局應審視代理人/代理機構與市場上的保險公司之間的獨家交易情況。

另外，本會認為資訊透明度對消費者作出知情選擇也至為重要，如代理人代表多於一間保險公司時，應在銷售前便說明其所代表的所有保險公司，以及在向潛在或現有的保單持有人給予建議時，提出其有機會存在的利益衝突。本會建議規則草擬本應加上出任代表多間保險公司的持牌個人保險代理或持牌保險代理機構在向潛在保單持有人提出任何建議前，應充分明確地交代身份的規則。此外，保監局應進行督導以改善資訊披露的質素，從而保障消費者的權益。

其他諮詢

本會亦就保監局有關財務需要分析、冷靜期、長期保險保單的利益說明及醫療保險業務等非正式諮詢提供意見。



Regarding the IA's draft guideline on financial needs analysis, the Council concluded that the IA's proposed FNA form would facilitate proper assessment of the financial circumstances of consumers before giving any recommendations of insurance products or advice. The Council recommended that a declaration be included in the FNA template to remind potential policyholders to confirm whether the information in the form was completed by a licensed insurance intermediary on their behalf. The Council recommended that separate assessments be conducted for insurance and investment so that authorised insurers or licensed insurance intermediaries would have a clear understanding of the consumers' respective needs to make appropriate recommendations. The Council also recommended that a post-sale confirmation call to consumers to clearly explain any mismatches during the cooling-off period be made compulsory and well in advance of the expiry of the cooling-off period.

As for the cooling-off period, the Council supported the proposed guideline for facilitating the execution of the cooling-off period. However, it was suggested that there should be a clear guidance from the IA about the changes or alterations in the terms and conditions should re-contracting be required, the authorised insurer should not vary the terms unilaterally, and a cooling-off period be applied. The Council also recommended that a standard form be provided to consumers acknowledging their request for cancellation of the policy and that consumers be able to submit the form via mail or electronic channels.

The Council suggested that the cooling-off period be 21 days or more, immediately following the day when the policy begins or when the policyholder or representative of the policyholder receives the relevant life insurance policy, whichever was later, to ensure that policyholders had sufficient time to consider and check the terms of their insurance policy.

The Council provided its views on the IA's draft guideline on benefit illustrations, which set out the minimum requirements for point-of-sales illustrations and in-force re-projection illustrations for long-term insurance policies with cash value. To avoid consumer disputes or misunderstandings arising from faulty or unrealistic performance expectations, the Council was of the view that premium payments should not be represented in any way that they would not be required after a certain time period of the policy to maintain the illustrated benefits, unless that was the fact.

The Council also recommended that there should be a statement requiring an authorised insurer or insurance intermediary to confirm and sign that the illustration had been presented, along with an explanation. For policies that were sold through non-face-to-face channels, it was suggested that the illustration document be available in a downloadable format or sent to the customer for record keeping.

有關財務需要分析指引草擬本，本會認為保監局所建議的財務需要分析報表有助保險中介人，在向消費者提供任何保險產品建議或意見前，可先對其財務狀況進行適當評估。本會建議財務需要分析報表範本應加入一項聲明，提醒保單持有人如所填寫的資料是由持牌保險中介人代表填寫，要另行確定。此外，本會建議保險需要和投資需要應該分開進行評估，使獲授權的保險公司或領有牌照的保險中介人可清楚瞭解消費者的不同需要，從而作出適切建議。本會亦建議應規定強制性的售後確認電話，以在冷靜期內和屆滿之前，及早向消費者清楚解釋任何風險錯配的情況。

本會支持保監局建議有關冷靜期的準則，以促進推行冷靜期。然而，本會認為保監局應提供清晰指引：明確指出在哪些條款和情況變更下需要重新訂定合約；所獲授權的保險人不能單方面更改這些條款；及在哪些條款和情況下消費者亦應享有相關冷靜期的保障。另外，當消費者要求取消保單時，應設有標準表格以供他們提交書面或網上通知。

除此之外，本會建議冷靜期應訂在將相關壽險保單生效或交付保單持有人或其代表後起計的21天或更長，以較晚者為準，以確保保單持有人有足夠時間考慮和審視保單條款。

另外，本會亦就保監局的利益說明指引草擬本提出意見，草擬本列出了在銷售說明時及對具有現金價值的長期保險單更新有關利益說明文件時的最低要求。為避免因錯誤或不切實際的表現期望而引起消費者糾紛或誤解，本會認為除非有事實支持，否則不應向消費者就利益說明表達，其在若干時間後可憑所得利益而不需要再支付保費。

本會同時認為應要求獲授權的保險公司或保險中介人簽署聲明，確認已提供及向保單持有人解釋該利益說明。對於通過非面對面渠道銷售的保單，說明文件應提供可下載格式，或發送給客戶作記錄保存。

The Council recommended setting up an online, in-force policy re-projection system to help policyholders keep track of policy performance. The Council suggested that the IA devise viable measures to scrutinise the appointed actuary's compliance to ensure the accuracy of the calculations and the preparation of the illustration.

With regard to the draft guideline on medical insurance policies, the Council suggested that the information related to changes in the premium level and the right of the insurer, if any, to revise policy documents at renewal, be provided to consumers to enable them to make informed decisions. To help consumers better understand the terms and conditions of the policy contracts before signing, the Council recommended that a digital or printed sample policy contract of the respective insurance product be provided to consumers.

In respect of claims handling, the Council recommended that the guideline stress the insurers' duty of good faith when dealing with claims and that clear explanations about claim results be provided to policyholders. As for enhancements imposed by insurers at renewal, the Council suggested that insurers provide policyholders with an option to renew policies with the same coverage.

Proposed Licensing Regime for Property Management Companies (PMCs) and Property Management Practitioners (PMPs)

With regard to the exceptions to the prohibition of unlicensed activities of the Property Management Services Ordinance (PMSO), the Council suggested the Property Management Services Authority (PMSA) to seek alternative ways of monitoring and assessing the quality standard and capability of providing professional property management services of the exempted properties. The Council also suggested that the PMCs should be required to reveal the complaints received anonymously for the information of the residents and issue timely reports to the PMSA.

Regarding the licensing of PMCs and PMPs, the Council suggested that the PMSA should strengthen the licensing criteria, such as the requirement of minimum working capital of PMCs, the requirement of at least 6 years of related work experience in management in at least 2 large-scale residential properties of licensed PMPs (Tier 1), and at least 3 years of related work experience as a licensed PMP (Tier 2). To ensure high-quality professional services were provided by PMPs in managing or supervising the services, the Council also suggested that the PMSA should impose regulatory oversight and undertake further assessment of the experience of provisional PMPs.

本會亦建議保險公司為客戶設立網上更新利益預算系統，以方便保單持有人跟進保單表現。此外，保監局應制定可行措施以審視獲委任精算師的合規情況，確保利益計算和說明文件的準確性。

至於針對醫療保險保單的草擬指引，本會建議加入向消費者提供有關保費調整及保險公司在續保時有權修訂保單條款（如有）的資訊要求，以便消費者作出知情決定。另外，為了幫助消費者在簽署保單前對合約的條款及細則有更深入瞭解，本會建議要求保險公司預先向消費者提供一份相關產品的電子或書面合約樣本。

在處理索償方面，本會認為指引應強調保險公司需至誠履行其理賠責任，並向保單持有人清楚解釋索賠結果。若保險公司在續保時提出升級保障，本會建議應讓保單持有人在續保時有維持現狀的選項。

物業管理公司及物業管理人發牌制度建議

本會建議在《物業管理服務條例》中禁止無牌活動的例外情況下，物業管理業監管局（監管局）應尋求不同途徑，以監察及評估獲豁免物業在提供專業物業管理服務的質素標準及能力。本會亦建議物業管理公司須向居民披露其收到的投訴，包括匿名投訴，及適時地向監管局匯報。

有關物業管理公司及物業管理人的發牌問題，本會建議監管局加強發牌準則，例如：要求物業管理公司須有最低營運資金；持牌物業管理人（第1級）須最少於2個大型住宅物業有6年相關管理工作經驗；以及持牌物業管理人（第2級）須有最少3年相關工作經驗。為確保物業管理人能提供多方面高質素專業水平的管理和監督服務，本會建議監管局對臨時持牌物業管理人實施監督，及加強評估其是否能有效提供服務的能力和經驗。

The Council further recommended that the notification period to the PMSA be shortened to 7 working days, and that electronic channels be used, particularly in cases when there was cessation of the operation of a licensed PMC or termination of a licensed PMP's engagement. As for financial information, the Council suggested that the PMSA should prescribe some standard forms with explanations and definitions to ensure the submissions and reporting were standardised and comparable among different service providers.

For better consumer protection, the Council suggested that the PMSA should regularly collect the opinions of owner organisations and owners/residents of property management services and fees.

Proposed Pharmaceutical Sales Survey of the Hong Kong Association of the Pharmaceutical Industry (HKAPI)

The Council provided its views to the Competition Commission (the Commission) concerning the application from the HKAPI to the Commission for a decision under Section 9 of the Competition Ordinance with regard to the HKAPI's proposed pharmaceutical sales survey (the proposed survey). In the application, the HKAPI sought a decision from the Commission confirming that the operation of the proposed survey would be excluded from the First Conduct Rule because of the economic efficiency exclusion.

As certain pharmaceutical product markets were highly concentrated with only a few market players, the level of detail provided in the proposed survey and its competitive sensitivity could possibly facilitate market collusion in certain ways.

Accordingly, in its submission, the Council requested the Commission to:

- Scrutinise whether the HKAPI's application met the 3 requirements of the economic efficiency exclusion: (i) contributes to improving production or distribution or promoting technical or economic progress while allowing consumers a fair share of the resulting benefits; (ii) does not impose on the undertakings concerned restrictions that are not indispensable to the attainment of the objectives stated in (i); and (iii) does not provide the undertakings concerned the possibility of eliminating competition in respect of a substantial part of the goods or services in question;
- Require the HKAPI to prove, with concrete and quantifiable evidence, that its collected data had beneficial effects for consumers that compensated for the drawbacks of industry coordination, and that a fair share of the resulting benefits would be passed to consumers; and



本會建議縮短向監管局提交通知的期限至7個工作天，並應容許以電子渠道提交通知，特別是在持牌物業管理公司停止運作或終止聘用持牌物業管理人的情況。另外，本會建議監管局制定一些附有解釋和定義的標準財務資料表格，以確保不同服務提供者所提交的資料和報告的標準一致，以作比較。

為加強消費者的保障，本會亦建議監管局定期收集業主團體、業主及住戶對物業管理服務及收費的意見。

香港科研製藥聯會的藥物銷售調查

本會就競爭事務委員會（「競委會」）有關香港科研製藥聯會根據《競爭條例》（「《條例》」）第9條，要求就擬進行的藥物銷售調查作出決定的申請提供意見。是次申請關於香港科研製藥聯會要求競委會作出決定，確認其擬進行的調查可憑藉經濟效率豁免，不受第一行為守則規管。

由於關注到某些藥品市場高度集中在少數市場參與者上，擬進行的調查所提供的細節資料及其競爭敏感程度可能會便利行業以某些方法合謀。

因此，本會要求競委會：

- 審視香港科研製藥聯會的申請是否符合經濟效率豁免的3項要求，即(i)對改善生產、分銷或促進技術、經濟發展有貢獻，並同時讓消費者公平地分享所帶來的利益；(ii)並不對有關的業務實體施加對達致(i)的目的並非不可或缺的限制；及(iii)並不令有關的業務實體有機會就有關的貨品或服務的相當部分消除競爭；
- 要求香港科研製藥聯會以具體和量化的證據證明他們所收集的資料，對消費者有利並可補償行業協調上的缺點，而帶來的益處有一個公平份額分配給消費者；及

- Study overseas regulatory frameworks relevant to Hong Kong's situation to understand their regulatory oversight in similar surveys.

The Council also asked the Commission to be mindful of the implications of its decision on other market sales surveys in Hong Kong.

Auto-fuel Price Monitoring

The auto-fuel market has long been one of the markets which the public is most concerned about. The Council, commissioned by the Environment Bureau, has been closely monitoring this market, collating and publishing daily retail auto-fuel prices to enhance information transparency and help consumers make informed choices. To enhance its reach and accessibility, the Council used multiple platforms, including its website and 2 smartphone applications, to disseminate information.

In addition to daily information, the Council published historical market price information to help monitor the overall trend and relationship between the auto-fuel prices of local retailers and other oil price indicators, including international crude oil prices and import prices. The Council would continue its role of protecting and promoting the interests of consumers in the auto-fuel market.

Industry Code of Practice

The role of encouraging and assisting businesses with the development of codes of practice is one of the functions stipulated in the Council's Ordinance. To this end, the Council, in collaboration with the laundry industry and the retail jewellery industry, launched the Laundry Code and the Jewellery Code in 2015 and 2017 respectively. Relevant Complaint Review Committee (CRC) was established by the trade association concerned to handle consumer complaints and ensure compliance among industry operators for each Code.

For effective implementation of the Codes and operation of the CRCs after their launch, the Council held regular review meetings with the trade associations to review their performance and keep track of the latest developments of the Codes and industries. For promotion of the Jewellery Code, the jewellery associations launched a labelling scheme in 2019 and received a supportive response from their members.

- 研究與香港情況相若的海外監管框架，瞭解他們如何監管相類似的調查。

本會亦促請競委會考慮其決定對於香港其他市場銷售調查所帶來的影響。

車用燃油價格監察

車用燃油市場一向是公眾最關注的市場之一。本會受環境局委託，一直致力緊密監察這個市場，透過收集及發布每日車用燃油零售價格，提升資訊透明度，並幫助消費者作出知情選擇。為接觸及便利更多消費者，本會透過不同資訊平台，包括本會網站及2個智能手機應用程式公布相關信息。

除了每日資訊外，本會亦發布過往的燃油價格，讓公眾監察整體趨勢，以及本地油公司的燃油價格與其他油價指標（例如：國際原油價格及進口燃油價格）的關係。本會將繼續保障及促進消費者在車用燃油市場的權益。

行業營商守則

鼓勵和協助企業制定行業營商守則是本會條例規定的職能之一。因此，本會與洗衣行業及珠寶零售業合作，分別於2015年及2017年推出洗衣業及珠寶零售業營商實務守則。而由相關行業商會成立的投訴審查委員會（「投審會」）接受和處理消費者投訴，並確保行業經營者遵守守則。

為確保守則和投審會在推出後有效執行和運作，本會定期與有關行業商會舉行會議，以檢視其落實推行守則和行業的最新發展。此外，為推廣珠寶零售業營商實務守則，珠寶商會於2019年推出標籤計劃，並獲得其會員正面回應。

Advancing Legal Protection for Consumers

加強消費者的法律保障

During the year under review, the Council made 4 submissions to the Government and the Law Reform Commission on matters relating to periodical payments for future pecuniary loss in personal injury cases; reciprocal recognition and enforcement of judgments in civil and commercial matters between Hong Kong and the Mainland; statutory cooling-off period for beauty and fitness services consumer contracts and archives law.

The Law Reform Commission of Hong Kong (“LRC”) - Consultation Paper on Periodical Payments for Future Pecuniary Loss in Personal Injury (“PI”) Cases

In its submission, the Council supported the LRC’s proposal that the court be given legislative powers to make periodical payment orders (“PPO”) in respect of damages for future pecuniary loss in PI cases to alleviate the problem of under or over compensation associated with lump sum awards for future pecuniary loss currently faced by injured plaintiffs (“Plaintiffs”). In order to safeguard the Plaintiff’s interest, the Council was of the view that the court’s power to award PPO should be irrespective of the consent of the parties to the proceedings and should be vested widely.

The Council recognised the importance of having an authority to fix and conduct periodical revision of the discount rate and the selection of a multiplier and agreed that the Chief Justice should be the one to do so in consultation with others. In addition, the Council backed the need for review of the discount rate at regular intervals.

年內，本會就四項諮詢向政府及法律改革委員會提交意見，包括有關人身傷害個案按期支付未來金錢損失賠款、內地與香港特別行政區法院相互認可和執行民商事案件判決、美容和健身服務消費合約設立法定冷靜期及檔案法。

香港法律改革委員會（「法改會」）—人身傷害個案按期支付未來金錢損失賠款諮詢文件

本會支持法改會建議，同意法庭應獲立法賦予權力，在人身傷害個案中就未來金錢損失的損害賠償作出按期付款令，以解決整筆付款導致過度補償或補償不足的情況。本會認為，法庭作出按期付款令的權力不應受限於與訟雙方同意，並應廣泛適用，以保障原告人的利益。

本會同意有需要賦權某個主管當局，負責訂定及定期檢討折扣率及選取乘數，並由首席法官作為該主管當局和負責諮詢其他持份者。本會亦支持有需要定期檢討折扣率。

Laws and codes of practice are the mainstay of consumer protection. To make sure consumer interests are continually advanced at legislative and regulatory levels, the Council regularly conducts studies on consumer issues and concerns from a legal perspective. The results of these studies, along with the Council's views, are submitted to the Government, stakeholders and the public. This serves to encourage public discussion and keep consumer policy consideration at the front of mind of relevant parties, in order to constantly enhance consumer protection.

法例和操守準則是消費權益的支柱。為確保消費者權益在法例及規管層面與時進步，消委會定期從法律角度研究各項影響消費者權益的議題，並將研究結果連同本會意見呈交政府、相關持份者及向公眾發布，從而引起公眾討論及提醒各方制訂消費政策的重要性，從而加強對消費者的保障。

The Council also considered that the ability to review or vary the original PPO by either party to the proceedings was crucial, but advocated that such applications be allowed only in restricted circumstances. Although not discussed in the LRC paper, the Council proposed that should the review be in the Plaintiff's favour, the costs of such application be borne by the defendant unless it was shown that the application was based on fraudulent evidence; the Plaintiff contributed to the deterioration of his/her circumstances; or the application was plainly vexatious or frivolous.

The Department of Justice (“DoJ”) - Consultation Paper on Proposed Arrangement between Hong Kong and the Mainland on Reciprocal Recognition and Enforcement of Judgments in Civil and Commercial Matters

The Council supported the proposal of the DoJ for Hong Kong to enter into a more comprehensive arrangement with the Mainland on the reciprocal recognition and enforcement of judgments in civil and commercial matters (“Proposed Arrangement”) and agreed that the existing Choice of Court Arrangement, which had a more restrictive application, should be superseded upon the Proposed Arrangement coming into effect.

As regards the level of courts to be covered, the Council invited the DoJ to consider the inclusion of claims awarded by the Small Claims Tribunal. As a matter of principle, consumers should not be precluded from being able to enforce an award from the Small Claims Tribunal against a trader's assets located in the Mainland, if they so wished, even though this might be infrequent in practice. Currently only awards in the District Court and above are included in the Proposed Arrangement. In the same vein and in the spirit of reciprocity, the Council submitted that it would be appropriate to extend coverage to judgments made by any Mainland courts at any level.

本會認為與訟雙方應有權覆核或更改原來的按期付款令，而有關申請應限於特定情況。縱然在諮詢文件中未有提及，本會建議若覆核結果對原告人有利，除非該申請是基於虛假證據、原告人自行造成的狀況惡化或該申請顯然是無理或瑣屑無聊，否則該申請之費用應由被告承擔。

律政司—關於香港與內地訂立安排以相互認可和執行民商事判決的建議諮詢文件

本會支持律政司建議，香港與內地就相互認可和執行民商事判決應有更全面的安排（「建議安排」）。本會亦同意現行的《選擇法院安排》的適用範圍有限，應被將來生效的建議安排取代。

至於涵蓋的法院級別，本會建議律政司考慮納入小額錢債審裁處頒下的賠償。原則上，雖然在實際情況下並不常見，消費者亦應有權向商戶位於內地的財產執行小額錢債審裁處的判令，但現行的建議安排只涵蓋區域法院或以上法院的判令。同樣地，基於相互精神，本會認為建議安排亦應擴展至涵蓋內地各級別法院的判決。

Consultation Paper on Statutory Cooling-Off Period for Beauty and Fitness Services Consumer Contracts

The Council welcomed the legislative priority and timeline accorded by the Government in enacting the cooling-off legislation in the present Legislative Council term. In its submission in response to the Consultation Paper, the Council supported the Government's proposal that for the time being, a progressive approach should be taken to focus on trades most commonly associated with aggressive commercial practices and involving large amounts of prepayments, i.e. beauty and fitness services contracts.

Although the time-share industry did not fall within the proposed legislation at this stage, the Council suggested that proposed legislation be drafted so that there was a principal legislative framework, with the types of contracts/trade; the amount of prepayment; other operational arrangements, etc. to be included in a subsidiary legislation so that the Government could react in a timely manner should aggressive commercial trade practices appear or emerge in a particular trade or contract.

The Council also supported the Government's proposed exemptions but noted the following needs: to clarify the definition of 'massage services' and 'exercise machines' and to keep under review the charitable organisation exemption to prevent this being used by collaborating profit-making entities; so that abuse of these exemptions could be prevented.

就美容和健身服務消費合約設立法定冷靜期諮詢文件

本會對政府把法定冷靜期事宜列作優先事項並期望於本立法年度通過立法表示歡迎。在意見書中，本會支持政府所建議現時宜以循序漸進的方式，首先集中處理最常使用具威嚇性營業行為的行業及涉及大金額預繳款項的合約，即美容和健身服務合約。

雖然現階段的建議法例並不包括時光共享服務，本會建議在一主體法例下擬訂附屬法例，列出合約/行業的類型、預繳款項的金額、其他運作安排等，讓政府可以在某一行業或某類合約出現具威嚇性的營業行為時作出適時的回應。

本會亦支持政府建議的豁免，但注意到以下需要：釐清「按摩服務」和「運動器械」的定義；以及檢討慈善團體的豁免以防範牟利機構藉著與慈善團體合作模式而取得豁免，防止濫用情況。



Furthermore, the Council supported all the other operational proposals and in addition, suggested the following for further consideration: i) specific provisions should be inserted to cater for instances when the last day of the cooling-off/refund period falls on a public holiday or black rainstorm/gale warning so that both consumer and traders' rights would be preserved; ii) traders should be required to explain to consumers the administrative charge difference between payment by instalment payment plans or one-off payment to enable an informed decision to be made on the choice of payment method; iii) criminal sanctions including imprisonment be imposed for failure to comply with an enforcement notice; iv) the Court be empowered to award compensation to consumers; v) criminal liability be imposed on delinquent directors, shadow directors, etc. in line with similar provisions in the Trade Description Ordinance; and vi) the threshold level of beauty and fitness services contracts and the levels of fines or other penalties be put in the subsidiary legislation so that expeditious amendments can be achieved when necessary.

Submission to the LRC of Hong Kong on Archives Law

In its submission, the Council supported the LRC's proposal to introduce an archives law to strengthen and monitor the current public records and archives management framework.

In addition, the Council was of the view that the current placement of Government Records Service (Hong Kong) (GRS) should continue to be within the Government, and should be headed by a Chief Archivist. An advisory body should be established to give advice and guidance on the management of archival matters while GRS should be responsible for the operational aspects. The Council also proposed that GRS should be empowered to ensure compliance by the Government bureaux and departments (B/Ds) and impose proper sanctions upon the B/Ds in case of breach; and investigate suspected breaches and issue enforcement notices requiring remedy of the breach, with non-compliance constituting an offence for which the B/Ds would be subject to fines or more stringent penalties.

As this new law could create administrative burden on smaller bodies/organisations, the Council suggested that these smaller entities should be given the necessary and/or additional resources and support to enable them to comply with the new law, with pragmatic guiding codes to be drawn up by the new advisory body to give proper guidance and assistance especially during the implementation stage.

Notwithstanding the concerns of the conflict between archives law and privacy protection, the Council agreed that data protection principles should be strictly adhered to save for the exceptions stated in the current Personal Data (Privacy) Ordinance ("PDPO") and reminded the Government that when drafting any future amendments to PDPO, there is a need to maintain, reflect and incorporate the same balance into the new legislation.

此外，本會支持所有其他運作安排的建議，並提出以下建議作進一步的考慮：i)應加插特定條文，以應對當冷靜期或退款期的時限的最後一天為公眾假期、黑色暴雨警告日或烈風警告日的情況，以維護消費者和商戶雙方的權益；ii)規定商戶須向消費者解釋分期付款和一筆過付款在行政費上的差別，讓消費者可以在決定付款方式前充分掌握資訊；iii)對違反執行通知者施加包括監禁的刑事處罰；iv)授權法院下令，向消費者作出賠償；v)對犯罪的董事、幕後董事等人施加與《商品說明條例》條文類似的刑事責任；及vi)將美容和健身服務合約的門檻和罰款級數或其他懲處放至附屬法例中，以便在有需要時可迅速修訂。

就檔案法向法改會提交意見

在意見書中，本會支持法改會推行檔案法的建議，以加強及監察現時公共檔案及歷史檔案的管理架構。

此外，本會提出檔案處在政府內的現行編設位置應維持下去，以一名總檔案主任為首，並成立諮詢機構就檔案管理事宜作出建議及指引，而檔案處則負責營運事宜。本會亦建議檔案處應有以下職權：確保政府各局/部門遵從檔案法及對違例的局/部門予以制裁；及調查各局/部門的懷疑違例個案及發出要求修正的執行通知。不遵守執行通知將構成罪行，並設有罰款或更嚴厲的刑罰。

有見新法例的推行會加重規模較小的團體/機構的行政負擔，本會建議政府向這類小型機構提供所需或額外的資源及支援以助其遵從新法例。尤其於立法初期，新成立的諮詢機構亦應制定實務指引以提供合適的指導及協助。

縱使檔案法與私隱保障之間有存在衝突的疑慮，本會同意除了現有《私隱條例》的豁免外，個人資料的保障原則必須確實實行。本會亦提出，將來政府如對《私隱條例》作出修訂，修訂法例必須維持及反映現有平衡。

Disseminating Consumer Information

傳播消費訊息

CHOICE Magazine

CHOICE Magazine is highly recognised as an independent, impartial and authoritative consumer guide, providing trusted information since it was first published in 1976. The monthly publication covers test reports, surveys, and in-depth studies on a diverse range of consumer goods and services. To uphold its authority and credibility, CHOICE Magazine does not accept any advertisements or commercial contributions in any form.

The June 2018 issue was an important milestone as it was the 500th edition of CHOICE. Li Wai-zee, Olympic bronze medal-winning cyclist and well-known for her remarkable resilience, featured as the magazine's cover celebrity to symbolise the determination of CHOICE to continue with its long-standing mission.

To inculcate to the next generation, the CHOICE spirit of upholding high standard, professionalism and determination, 3 primary students were invited to the CHOICE Issue 500 press conference to unveil the commemorative activity of collecting wishes and blessings to CHOICE from society, which would serve as the driving forces and aspirations for the magazine in the years to come.

《選擇》月刊

《選擇》月刊於1976年創刊，是公認為獨一無二的獨立資訊平台，為消費者提供公正、可靠及權威的資訊。每月出版的《選擇》月刊，內容涵蓋不同產品及服務的最新測試、調查及研究報告。為確保其權威及可信性，《選擇》月刊從不接受廣告或任何商業形式的捐助。

2018年6月號是《選擇》月刊發展的重要里程碑，該月為《選擇》月刊的第500期，邀得以堅毅著稱的倫敦奧運會競輪賽銅牌得主李慧詩擔任封面人物，象徵《選擇》繼續其長期使命的決心。

為傳承《選擇》嚴謹、專業及堅毅的精神，本會特意收集社會對《選擇》月刊的期許和祝福，並在500期的記者會上，邀請3位小學生為活動揭開序幕。社會各界的期望，正是推動《選擇》月刊繼續努力、不斷向前的動力。



The Council has long played an important role in providing consumers with clear, comprehensive and timely information on the purchase and use of different goods and services, as well as their rights and responsibilities. In the era of digital consumption, the Council's strategy is to combine the best of both traditional and new media in an all-encompassing drive to disseminate information and present them in consumer-friendly formats.

消委會一直提供全面、清晰及適時的消費資訊，以便消費者了解購買和使用不同商品和服務的要點，以及其消費權益和責任。在數碼消費的年代，本會的策略是以結合傳統與新媒體兩者的優點，以簡潔易明的形式向消費者發放訊息。



The online platform of the CHOICE subscription site was revamped and launched in March 2019 to provide a much simpler and clearer navigation, a user-friendly mobile responsive interface and faster content-loading. This new site also incorporated enhanced customer services, such as subscription renewal reminder and subscriber's profile review.

With consumer relevant contents and effective communications, the overall sales of the printed version of CHOICE Magazine recorded 245,434 copies in 2018-19, making it one of the best-selling monthlies in the city. Sales were split rather evenly between subscriptions and retail sales via outlets, such as newsstands and convenience stores. The CHOICE Magazine online version recorded 54,800 downloads (3% increase from 2017 - 18) during the year under review.

The July 2018 issue (#501), featuring a cover story on honey found to contain pesticides and antibiotic residues, was the best seller of the year. Ranked second was the November 2018 issue (#505), featuring a test report on facial cleaning products found to contain allergy-causing preservatives MIT (methylisothiazolinone) and CMIT (methylchloroisothiazolinone). These 2 top selling issues led to a reprint of 5,000 and 3,000 copies, respectively, to meet the overwhelming response from the public. The third best seller was the May 2018 issue (#499), with a test report on air-conditioner energy efficiency and cooling capacity.

《選擇》月刊的訂閱網站全面進行革新，並於2019年3月推出，提供更簡單、清晰的導覽，輔以方便用戶的手機轉換界面及更快速的加載時間，令瀏覽更為暢順。新網站還增強了客戶服務功能，如續訂提醒及訂戶資料檢視。

與消費者息息相關的內容加上有效的資訊傳播，令月刊印刷版於2018-19年度的總銷量高達245,434冊，是本地暢銷月刊之一。月刊的訂閱及零售份額各佔總銷量的一半，印刷版的零售點遍布全港各區報攤及便利店。至於《選擇》月刊網上版，年內錄得約54,800次下載(較2017-18年上升3%)。

2018年7月份的《選擇》月刊(501期)為年內銷量冠軍，該期重點報道蜂蜜驗出含除害劑及抗生素殘餘物；第2位則為11月號(505期)，該期的重點為潔面產品驗出含可致敏物質MIT及CMIT。為回應市場的殷切需求，兩期月刊分別加印5,000及3,000本。銷量第3位則為2018年5月號(499期)，該期報道不同冷氣機的能源效益及製冷表現。



At the Hong Kong Book Fair in July 2018, the exhibition booth of CHOICE Magazine was once again well received by the attendees, drawing a total of 2,312 new and renewed subscribers.

Informing and Interacting with Consumers through Multimedia Platforms

During the year under review, total traffic on the Council's website hit a new peak of 4.96 million page views, up 1.2% YoY, with CHOICE articles and Online Price Watch being the most-viewed sections. The average annual number of unique visitors was also up by 12% YoY to 177,179, representing a new spike in traffic in the past 3 years. 21 videos and 31 infographs were produced to meet the Council's pledge to make information more accessible and user-friendly.

The number of fans for the CHOICE Facebook fanpage continued to grow since its launch in 2017, reaching 17,187, a YoY increase of 71%. The page provided diversified content, ranging from the highlights of each issue of CHOICE Magazine to the latest test reports and survey results, and useful tips on a wide range of consumer goods and services. In the year, a total of 174 Facebook posts were produced, of which video posts and game posts were found to be most engaging.

The Council set up a channel on YouTube in June 2018 to celebrate the publication of the CHOICE Issue 500. Created as a video hub of the Council, the channel comprised a list of videos, including CHOICE Magazine highlights, test reports findings, historical events and activities, and educational videos on consumer protection. The performance of the channel was encouraging as it recorded 639,657 total views and a total watch time of over 1.2 million minutes since launch.

Empowering Consumers through the Mass Media

Thanks to the support of the mass media, the Council is often in the public eye. For many years, the Council has organised extensive media programmes and campaigns, notably a monthly press conference and numerous interviews to keep consumers informed about, and alert to, what is happening in the marketplace.

In the year under review, some 125 press releases and statements were issued, covering major topics published in CHOICE, and the Council's responses and positions concerning a host of pressing consumer concerns, such as the closure of gobee.bike, successive occurrences of data leakage by large corporations, and the shortage of HPV vaccine. The Council received nearly 100 media enquiries on these 3 major consumer incidents alone, which generated almost 100 coverages. Through proactive media engagement, the Council was able to publish timely cautionary advice to consumers whenever an issue arised.

The Council partnered with TVB in a series of 5-minute segments, titled 點選宅 from May to August 2018 to provide practical information to help consumers make informed choices. A wide range of popular consumer products such as home appliances, trendy gadgets and online food ordering services as well as complaint cases about overseas property disputes were covered. The programme was later trimmed to 3-minute segment and showed on both the Financial and News Channels of TVB.



2018年7月舉行的香港書展中，本會擺設的《選擇》月刊攤位再次大受讀者歡迎，錄得共2,312即場訂閱及續訂人數。

多媒體平台發放資訊 全方位與消費者互動

年內，本會網站的瀏覽量創出新高，達496萬，比去年上升1.2%，當中以《選擇》文章及「網上價格一覽通」欄目錄得最多人次瀏覽。而全年平均的獨立訪客數目更上升12%，達177,179名，創過去3年新高。本會共製作21段影片及31幅訊息圖，方便公眾接收及更易理解本會提供的資訊。

《選擇》月刊Facebook專頁自2017年推出以來，累積粉絲數目增長至17,187名，比去年上升71%。專頁涵蓋多樣化的內容，包括每期《選擇》月刊精選、最新測試報告及調查，還有各消費品及服務的實用建議等。年內，本會於專頁共發布174則帖文，其中以影片和遊戲最具互動性。

2018年6月，本會於YouTube開設專屬的頻道，慶祝《選擇》月刊第500期。頻道包含一系列精彩影片，如精選文章、測試報告、具歷史價值的活動，以及與消費者教育有關的影片。此初創頻道的表現令人鼓舞，自發布以來錄得639,657次觀看總數及超過120萬分鐘觀看時間。

通過大眾傳媒 提升消保意識

有賴傳媒的支持，本會得以與大眾保持緊密聯繫和關注。多年來，本會一直舉辦不少大型的媒體及推廣活動，包括最為人熟識的每月新聞發布會，以及不同的傳媒訪問，讓大眾得悉最新的市場訊息。

年內，本會共發表125篇新聞稿及聲明，包括《選擇》月刊的報告，以及本會就重大消費議題的立場和回應，如gobee.bike倒閉、各大機構接二連三出現資料外洩、以及HPV疫苗短缺等事件。單就以上3宗消費議題，本會獲獲近100宗傳媒查詢，並帶來約100篇傳媒報道。有賴與傳媒一直保持積極的聯繫，本會得以迅速向公眾發出消費提示。

本會夥拍無線電視於2018年5月至8月期間製作一系列題為「點選宅」的5分鐘短片，向消費者提供實用的消費訊息，有助他們作出知情的選擇。該系列

的內容廣泛涉獵消費產品如家庭電器、新興潮物、網購食品服務，以至海外物業投訴個案等。短片及後剪輯成每集3分鐘的節目，並於無線電視財經台及新聞台播放。



Top Ten Consumer News (Year of the Dog)

Entering its 15th year, the Top Ten Consumers News continued its partnership with Hong Kong Economic Times, Cable TV, Radio Television Hong Kong, Sky Post and TOPick to give the public an opportunity to vote for the consumer news that they concerned most⁹. Among the top 3 most voted consumer news, coverage on tickets scalping drew the most votes which triggered vigorous discussion about the regulation of ticket resales. The second and third most voted news were mobile payments and consumer privacy. Consumer participation remained high in this voting campaign which a total of 4,700 votes were received.

Consumer Rights Reporting Awards

Organised by the Council in conjunction with the Hong Kong Journalists Association and the Hong Kong Press Photographers Association, the Consumer Rights Reporting Awards were established to recognise journalistic excellence in reporting consumer rights and related issues. This year, the 18th year of the awards, 259 entries were received, hitting a new record for the past decade. Several winning entries covered issues of major public concern, including the property market and privacy protection¹⁰. Topical issues of sustainable consumption, such as micro-contaminants from personal/health care products and apparels adversely affecting marine ecology were also amongst the winning reports. The winner of the Campus category highlighted food safety and environmental hygiene of unlicensed food stalls at a popular mall.

狗年十大消費新聞

第15屆「十大消費新聞選舉」繼續由香港經濟日報、有線電視、香港電台、晴報、及TOPick為合作單位，選舉由公眾投票選出他們最關心的消費新聞⁹。獲最多票數的首3位消費新聞，排行首位的是黃牛黨炒飛問題，引發公眾對監管票務轉售的激烈討論，其後分別為電子支付(第2位)，以及私隱問題(第3位)。今屆的投票人數繼續高企，錄得約4,700人次投票。

消費權益新聞報道獎

由本會與香港記者協會及香港攝影記者協會合辦的「消費權益新聞報道獎」，致力表揚優秀的消費報道，一直深受業界支持和肯定。第18屆新聞報道獎，共收到259份參賽作品，創下近10年新高。芸芸得獎作品中，有關物業市場及私隱問題的報道最受公眾關注¹⁰。可持續消費是另一項熱門議題，例如有關個人護理/保健產品及服裝內所含的微污染物，對海洋生態造成不良影響的報道。至於年輕一代，校園組別的得獎者則報導有關熱門商場內多間食店無牌經營的問題，並強調當中所涉及的食物安全和環境衛生問題。

⁹ Visit www.consumer.org.hk/ws_chi/news/activites/20190129.html for the poll results of the Top Ten Consumer News (Year of the Dog). 狗年「十大消費新聞選舉」結果可瀏覽以上網址。

¹⁰ Visit www.consumer.org.hk/ws_chi/news/activites/20180731.html for the lists of adjudicators and winning entries of the 18th Consumer Rights Reporting Awards. 第18屆「消費權益新聞報道獎」評審及得獎名單，可瀏覽以上網址。



Empowering Consumers through Education

以教育活動提升消費者自我保護能力

Empowering Vulnerable Groups to Enhance Self-Protection

Recognising that some population groups such as the physically or mentally challenged ones may be particularly vulnerable to unfair trade practices, the Council reached out to these groups through community talks with an aim to strengthen their ability for self-protection.

Building an Age-friendly Consumption Environment

In view of the ageing population in Hong Kong, the Council has long been concerned about the well-being of older consumers and published an in-depth study titled "Risk or Opportunity – A Study on Building an Age-friendly Consumption Environment" in October 2018¹¹.

The study revealed that the majority of ageing consumers in Hong Kong remained socially active, but found that choices of products suitable for them in the market were not sufficient. Over one-third of them had encountered unpleasant experiences when shopping in the year preceding the survey, with 28.9% potentially related to unfair trade practices. It was also found that vulnerabilities, being commonly found in old age, were strong factors increasing the ageing consumers' likelihood of experiencing unfair trade practices. Even more worrying was that ageing consumers were not keen on seeking redress or filing complaints when having encountered the unpleasant experiences.

The Council believes that society as a whole should be engaged in active dialogues and develop an age-friendly consumption environment for the elderly. The report called for a pivotal role to be played by the Government, and concerted efforts from various stakeholders, including businesses, NGOs, academia, community groups and the media, to empower ageing consumers for their fair and active participation in the market.

¹¹ See https://www.consumer.org.hk/ws_en/competition_issues/reports/ageing_consumers.html for more details of the report.

報告內容詳見於以上網址。

提升弱勢群體自我保護能力

本會關注部分社群或因其生理或精神障礙而較容易受到不良營商手法損害，因而透過舉辦社區講座主動向他們講解相關手法，提升自我保護能力。

共建長者友善消費環境

因應香港人口高齡化，消委會一直關注長者的消費權益，並於2018年10月發表題為《風險或機遇 - 共建長者友善消費環境的研究》報告¹¹。

研究結果顯示，香港的年長消費者普遍仍活躍於消費市場及社交生活，但感到市場上切其所需的產品不足。調查發現超過3分之1年長消費者於研究調查前1年內，曾在消費時遇到不愉快的經歷，而28.9%甚至與不良營商手法有關。研究又發現，普遍出現於長者身上的個人脆弱點，是令長者較易遭遇不良營商手法的重要因素。更令人擔憂是當他們遇到這些不愉快消費經歷時，並不熱衷於尋求補償或作出投訴。



Educated consumers are empowered consumers – providing them with the right knowledge and information enables them to make wise choices and safeguard their rights. The Council provides a comprehensive range of education programmes with particular focus on the younger generation and Hong Kong's growing elderly population. These programmes are steadily broadened in scope, spanning all strata of the community from primary school pupils to retirees, and helping recipients develop the awareness, understanding, attitudes and skills they need to make informed and rational choices in today's fast-changing consumer world.

通過教育，消費者能擁有自我保護的能力 — 當消費者獲取正確知識和資訊後，便能作出精明選擇，從而保障自身的權益。本會年內舉辦全方位的活動，特別聚焦青少年及本港日益增加的長者人口。活動同時在不同範疇及社區階層逐步擴展，由小學生至退休人士，協助他們建立對消費者權益的意識和了解、態度和技巧，讓他們在現今瞬息萬變的市場上作出審慎理性的消費選擇。

The report received positive responses from various parties with some agreed to adopt the Council's recommendations in their planned initiatives or long-term strategies. For example, the Office of the Government Chief Information Officer had been working with the Council to incorporate consumer issues and protection in their newly developed web-based learning portal which is expected to be launched in the latter half of 2019.

Consumer Education for the Elderly

Empowerment of ageing consumers through education has become a rising priority. In collaboration with different social and community organisations, 90 educational seminars specially designed for the elderly were held during the year, drawing over 4,016 participants.

With an aim to engage and interact with a wider group of elderly audience, the Council organised the Elderly Consumer District Forum in November 2018 in collaboration with the Hong Kong Sheng Kung Hui Wong Tai Sin District Elderly Community Centre. The forum, encompassing educational talks and discussion sessions for attendees from the district residents to share their concerns and real-life experiences, was a pilot programme with 180 elderly consumer attendees.



Cultivating Positive Consumer Attitude at Young Age

Consumer education should begin in early childhood to cultivate positive consumption attitudes and develop independent thinking that will form the basis for judicious purchases later in life and raise awareness in sustainable consumption.

有見及此，消委會認為整體社會必須積極參與商討及協力為長者建構一個長者友善的消費環境。報告建議政府應肩負領導角色，並集合各持份者，包括商界、非政府組織、學術界、社區團體及傳媒的力量，協力提升年長消費者的自我保護能力，讓他們得以公平和積極地參與市場。

報告發表後獲得各界的正面迴響，部分更同意在其長遠策略或新開展的措施中採納報告的建議，例如政府資訊科技總監辦公室正跟本會合作，把涵蓋消費及保障相關的資訊，納入旗下於2019年下旬推出的網上學習平台內容。

為長者提供消費教育

透過教育提升長者自我保護的能力愈趨重要。本會與不同的社會及地區服務機構合作，共舉辦90場專為長者而設的講座，吸引超過4,016人參加。

為接觸更多長者及加強溝通，本會於2018年11月與「香港聖公會黃大仙長者綜合服務中心」合辦長者消費地區論壇。此先導性質的論壇成功吸引了180名黃大仙區的長者參加，內容包括教育講座及討論環節，讓長者分享現實日常生活中的經歷及關注議題。

從小培養正面消費價值觀

消費者教育必須從小開始，培養正面的消費態度及獨立思考，為日後能作出明智消費選擇及提高可持續消費的意識奠下根基。

Experiential Learning Programme for Primary School Students – ECF Earth 2038's Learning Journey of Sustainable Consumption

With a 2-year funding support from the Environment and Conservation Fund (ECF), the Council officially launched an experiential learning programme “ECF Earth 2038's Learning Journey of Sustainable Consumption” in the 2018-19 academic year based on the experience of the pilot programmes. Facilitated by a learning kit designed in the form of a passport and a boarding pass, the students went through various experiential learning activities that aimed at heightening awareness of their roles and responsibilities as consumers in making sustainable choices. The learning programme successfully drew the enrolment of 31 primary schools.

Before the official rollout of the programme, a pilot scheme was conducted in 2017-18 which attracted a total of 1,162 students from 10 schools. Feedback from participating teachers was largely positive with all of them rated the programme useful for inspiring their students to understand the concepts and being able to practise sustainable consumption in their daily life.

Proactive Education Platform for Secondary School Students – Consumer Culture Study Award

For 2 decades, the Council has organised its flagship programme, the Consumer Culture Study Award (CCSA), in collaboration with the Education Bureau (EDB). Throughout the years, over 76,000 students from 358 secondary schools have participated in various study programmes thoughtfully designed to develop their positive consumption values and attitudes.

The 19th CCSA was successfully concluded with the Award Presentation Ceremony attended by over 400 students and teachers in July 2018.

Entering its 20th anniversary, a “Special Theme Award” was introduced to encourage participants to review changes in consumer culture in the past 2 decades, and to demonstrate in creative ways the consumer culture of the young generation. An online platform (edu.consumer.org.hk) was launched in November 2018 to showcase major award-winning projects in the past 19 years and participating students were encouraged to extract insights from these winning projects.

The 20th CCSA attracted 776 teams from 78 secondary schools¹². A total of 124 seminars, consultation sessions and workshops were organised during the year to support participants in forming and developing their project ideas and strengthening necessary critical-thinking skills. These initiatives also engaged over 4,200 teachers and students.

Supporting the Council's advocacy on sustainable consumption, educational programmes were rolled out among the young generation which also echoed the EDB's promotion of STEM (Science, Technology, Engineering and Mathematics) education. Students were encouraged to put their STEM knowledge and skills into practice to explore and create initiatives related to fostering a sustainable consumption environment. 37 teams from 14 schools enrolled in the “Innovative Design for Sustainable Consumption” category and submitted their proposals in January 2019.

小學生體驗式學習計劃－環保基金2038地球人計劃之可持續消費旅程

本會獲環境及自然保育基金兩年撥款，根據先導計劃所取得的經驗，於2018-19學年正式開展「環保基金2038地球人計劃之可持續消費旅程」的體驗式學習活動。此計劃通過各式各樣的體驗學習活動，並配合以「護照」及「登機證」設計的學習教材，加強同學作為消費者在可持續消費的角色和責任的意識。計劃共有31間小學參與。

計劃正式啟動前，本會於2017-18學年舉辦了「先導計劃」，共有1,162名來自10間小學的同學參加。參與老師對活動給予正面評價，並表示活動有助啟發同學對可持續消費概念的了解，實踐於日常生活中。

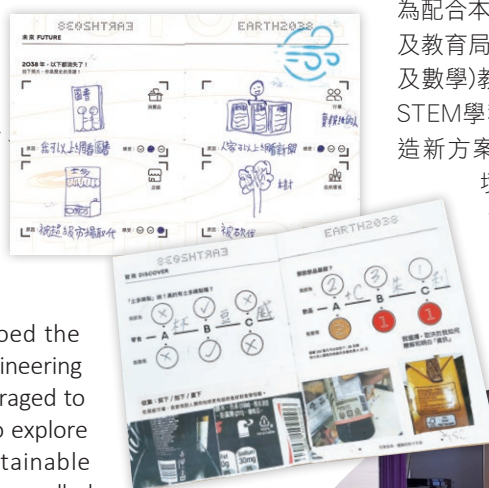
中學生自主學習平台－消費文化考察報告獎

由本會與教育局合辦的旗艦教育活動「消費文化考察報告獎」至今已舉辦了20載。多年來，來自358間中學共超過76,000名的同學，透過參與相關的學習活動，建立正確的消費價值觀和態度。

第19屆「報告獎」已完滿結束，並於2018年7月舉辦頒獎典禮，超過400位師生出席。

為慶祝踏入20周年，今屆「報告獎」特設「主題大獎」，鼓勵同學回顧過往20年來的消費文化轉變，或從歷屆得獎作品中發展獨特見解，以創意展現年青一代的消費文化。本會並特意於2018年11月推出「報告獎」網上平台 (edu.consumer.org.hk)，展示歷屆的主要得獎作品，讓參加師生參考。

第20屆「報告獎」吸引了來自78間中學共776隊同學參加¹²。本會年內共舉辦了124場講座、諮詢面談會及工作坊，協助參加同學開拓考察計劃的意念及鍛煉批判性思考的能力，共有超過4,200位師生參與。



為配合本會一直倡議的可持續消費，以及教育局推廣STEM(科學、科技、工程及數學)教育，「報告獎」鼓勵同學運用STEM學科的知識和技巧，探索如何創造新方案，建構一個可持續的消費環境。來自14間學校共37隊同學報名參加「可持續消費創意設計」組別，並於2019年1月提交建議書。





Responsible Consumption Programme for Secondary School Students – Hong Kong Secondary School Marketing Contest 2018

In collaboration with the Department of Marketing of the Hong Kong Baptist University, the Business – School Partnership Programme of the Education Bureau and the HSBC Social Enterprise Business Centre of the Hong Kong Council of Social Services, the Hong Kong Secondary School Marketing Contest 2018 was successfully conducted in June.

The contest was part of the Jockey Club Responsible Consumption Programme, with an aim to promote responsible consumption culture among young people. The theme of the year was “Ugly Food” and the contest attracted 150 secondary school students to explore different ways to campaign for reduction in food wastage.

Consumer Education for Post-Secondary School Students

In addition to engaging primary and secondary school students in experiential learning programmes, the Council extended its consumer education pathway to post-secondary students who are active consumers and potential employees to serve consumers in the market. During the year, the Council delivered 7 talks to over 270 students at the Hong Kong Baptist University, the Hong Kong Shue Yan University, and the Hong Kong Institute of Vocational Education. The topics covered included the Trade Descriptions Ordinance, sustainable consumption, age-friendly consumption, and consumer rights and responsibilities.

As in previous years, the Council continued to offer summer internships to 14 students from the Chinese University of Hong Kong, the City University of Hong Kong, the Education University of Hong Kong, the Hong Kong Baptist University, the Hong Kong Polytechnic University, and the Hong Kong Shue Yan University. The internships provided students with necessary exposure and on-the-job training in the work of consumer protection.



中學生負責任消費計劃－全港中學生市場推廣大賽2018

本會與香港浸會大學市場學系、教育局商校合作計劃和社聯-滙豐社會企業商務中心協辦的「全港中學生市場推廣大賽2018」，於6月順利舉行。

大賽為「賽馬會責任消『廢』計劃」的一部分，旨在向年青人推廣負責任消費。本屆主題為「醜食文化」，吸引了150名中學同學發掘不同市場推廣方式減少食物浪費。



專上學生消費者教育活動

除了為小學及中學生提供體驗式學習活動外，本會亦將消費者教育延伸至專上學生，他們不單是活躍的消費者，更是將來市場上服務消費者的僱員。年內，本會分別於香港浸會大學、香港樹仁大學及香港專業教育學院舉辦7場講座，吸引逾270位同學參加。講座主題包括在本港實施的《商品說明條例》、可持續消費、長者友善消費及消費者權利和義務等。

本會亦一如以往為大專院校的同學提供暑期實習機會，年內共14位分別來自香港中文大學、香港城市大學、香港教育大學、香港浸會大學、香港理工大學，及香港樹仁大學的同學於本會實習，讓他們有機會接觸與消費者保護的相關工作及汲取職場經驗。

12 Visit www.consumer.org.hk/ccsa for the list of winners of the 20th Consumer Culture Study Award.

第20屆「消費文化考察報告獎」得獎名單可瀏覽以上網址。

Forging Closer Collaboration for Consumer Protection

與其他機構合作 保障消費者權益

Local Collaboration

The Council maintains close liaison with the Commerce and Economic Development Bureau, which oversees policy on consumer protection. The Council also works with other Government agencies and statutory bodies to provide advice on matters of consumer interest, such as fair competition and trade practices, financial and insurance services, public health and food safety, telecommunications, and residential property issues. Members and staff of the Council sit on nearly 50 public advisory committees, offering views from consumers and perspectives.

Mainland and Cross-strait Collaboration

Greater integration with the Mainland implies more frequent cross-border business dealings and consumer activities. During the year under review, the Council signed 20 Memorandum of Understanding (MoU) with its counterparts in the Mainland to exchange information on consumer issues and strengthen mutual support for consumer dispute resolution, demonstrating the Council's heavy involvement in Mainland collaboration.

本地合作

本會一直與監察消費保障政策的商務及經濟發展局緊密聯繫，亦與其他政府機構及法定團體合作，為不同消費議題，包括公平競爭、營商手法、金融及保險服務、公眾健康及食品安全、電訊，以及住宅物業等各方面提供意見。此外，本會委員和職員合共參與接近50個公共事務諮詢委員會，建議有利於消費者保障的政策和措施。

兩岸四地緊密交流

隨著與內地的緊密融合，跨境業務的往來和消費活動將會更頻繁。在本回顧年度，本會與中國不同消費者保障組織簽訂20份合作協議，積極參與促進兩岸四地消費議題交流及加強有關消費糾紛協作。

Against the backdrop of globalisation and rapidly advancing technology, the world is increasingly interconnected. Consumer organisations around the globe have been forging collaboration to enhance cross-border consumer protection. The Council is in frequent contact with consumer protection agencies, trade and professional bodies, regulators and government agencies, both at home and overseas, to build lasting partnerships. Leveraging their expertise and experience, the Council stands to benefit richly in various spheres of their work.

在全球化和科技急速發展的背景下，世界愈趨緊密互聯，驅使國際消費者組織積極協作，以保障消費者權益為依歸。消委會亦一直與本地及國際間的消保組織、商業機構及專業團體、執業機關及政府部門保持聯繫，構建密切的工作關係，並從中汲取不同機構的專業知識和經驗，獲益良多。

The 3rd Cross-strait Consumer Protection Symposium

On 28-29 May 2018, the Council's Chairman and the Chief Executive, together with other senior staff, attended the 3rd Cross-strait Consumer Protection Symposium, hosted by the Consumers Foundation in Taipei. At the symposium, participants discussed key issues, including FinTech development, drug safety, mobile payments and sustainable consumption. The exchange was fruitful and constructive in sharing best practices and valuable experience.

第3屆「海峽兩岸暨港澳消保論壇」

本會主席、總幹事及高層職員於2018年5月28-29日到訪台北，參加由消費者文教基金會主辦的第3屆「海峽兩岸暨港澳消保論壇」。各參與單位於會上論及三地共同面對的重大消費議題，包括金融科技發展、藥品安全、流動支付及可持續消費。是次會議還分享了最佳消費實踐及寶貴經驗，成果豐碩且具建設性。



Regional and International Collaboration

The Council is an Executive and Council Member of the Consumers International (CI), a global federation of over 200 organisations from almost 100 countries and regions that champions the rights of consumers. Sharing a kindred vision, CI's mission is to work closely with its constituent member organisations and to strengthen networks to protect, inform, give voice to, and secure rights for, consumers at the regional and international levels.

Since 2015, the Council has been honoured to have its Chief Executive appointed as the Vice President of CI's Board of Trustees to map out CI's strategic priorities, review its budget and financial plans, and identify new partnerships to strengthen global consumer protection.

Consumers International Council Meeting and Board of Trustees Meetings

The Council's Chief Executive attended CI's Board of Trustees and Council Meetings in England and the Netherlands, held in July and October 2018, respectively. The meetings deliberated key consumer protection issues around the world, reviewed implementation progress on the new digital strategy and approved the business plan and budget for CI.

On 15 March, in support of the World Consumer Rights Day, with the theme "Trusted Smart Products", the Council published an editorial in CHOICE Magazine calling on consumers to strengthen the security of internet connected products at home and to be mindful of how service providers might collect and store users' personal data. There was also a report in the magazine about data security of smart home products to highlight the risk of personal data leakage.

地區及國際性合作

本會為國際消費者協會（國際消協）的執行委員及理事會成員。國際消協作為全球性聯合組織，連結接近100個國家及地區超過200多個消費者組織，對推動世界各地的消費權益不遺餘力。國際消協與本會理念一致，致力推動成員組織緊密合作，並加強彼此聯繫，從地區延展國際，推行保護消費者、發放消費資訊、為消費者發聲，以及捍衛消費者權益的工作。

自2015年，本會總幹事獲任為國際消協的董事會副主席，一直肩負訂定組織發展策略、審查預算和財務計劃等工作，又通過拓展新合作夥伴，鞏固國際間對消費者的保障。對此，本會與有榮焉。

國際消協理事會及董事會會議

本會總幹事於2018年7月及10月，分別出席於英國及荷蘭舉行的國際消協董事會及理事會會議。會議討論了全球關注的消保議題，檢討國際消協推動最新數碼策略的進展，以及通過審批國際消協商業計劃書和財政預算。

為響應2019年3月15日「全球消費者權益日」的主題「可以信賴的智能產品」，本會在當期《選擇》月刊「編者的話」欄目中，提醒消費者做好智能家居設備的保安措施，以防不法企業透過智能裝置收集並儲存用戶個人資料。該期月刊亦刊登一份有關智能家居的報告，呼籲消費者留意智能產品或存有洩露私隱的風險。

The 3rd Intergovernmental Group of Experts on Consumer Protection Law and Policy of the United Nations Conference on Trade and Development (UNCTAD)

The Council's Chief Executive was invited to attend the 3rd session of the Intergovernmental Group of Experts Meetings on Consumer Protection Law and Policy, organised by UNCTAD in Geneva on 9-10 July. Topical discussion and idea-exchange sessions covered dispute resolution and redress, consumer product safety, consumer protection in financial services, and technical assistance on consumer protection law and policy.

Collaboration with the National Consumer Affairs Centre of Japan on Dispute Resolution

After over a year of liaison and preparation, the Council signed a MoU with the National Consumer Affairs Centre of Japan to tighten mutual support on consumer dispute resolution. This is the second MoU the Council has signed with international counterparts, following an agreement signed with the Korea Consumer Agency in 2017. The collaboration is practical and necessary, as Japan is a popular destination for both leisure and business travellers from Hong Kong.

聯合國貿易和發展會議 (UNCTAD) — 消費者保護法律和政策政府間專家組 第3屆會議

於7月9-10日，本會總幹事應邀出席由UNCTAD於日內瓦舉辦的「消費者保護法律和政策政府間專家組」第3屆會議。會議及意見交流項目包括：調停及索償糾紛、消費產品安全、金融服務的消費者保障，以及消費者保護法律和政策的技術支援。

與日本國民生活中心合作處理糾紛

超過一年的磋商和討論，本會今年與日本國民生活中心簽訂合作協議，加強雙方在處理跨境消費糾紛的協作。是次為本會繼2017年與韓國消費者院的合作協議後，第二度與國際消保組織夥伴簽訂協議。由於日本是香港休閒和商務旅客的熱門目的地，雙方視加強合作切實可行，且具必要性。



Commendations and Compliments

嘉許與感謝

The Ombudsman's Awards 2018

The Council was honoured to receive the Ombudsman's Awards, for the 6th straight year in 2018. Ms Carol NG Kwan-ling, Complaints & Advice Officer, was presented with the Award this year in recognition of her exceptional performance in customer service and handling consumer complaints.



2018申訴專員嘉許獎

年內，本會再次有職員獲得申訴專員嘉許獎。投訴及諮詢主任吳堃菱女士獲授予獎項，以表揚其處理客戶服務及消費投訴的卓越表現。本會連續6年獲頒此獎，與有榮焉。

Gold Award for a Barrier-Free Website

In the year under review, the Council's website received the Gold Award under the "Web Accessibility Recognition Scheme 18/19" organised by the Hong Kong Internet Registration Corporation Limited and co-organised by the Office of the Government Chief Information Officer, with the Equal Opportunities Commission serving as an independent advisor. This had been the 5th year since 2013 that the Council was awarded the accolade, acknowledging the Council's continuing efforts to foster an inclusive society by providing consumers with accessibility to information in a fair, barrier-free online environment.

榮獲無障礙網站金獎

本年度，消委會網站榮獲由香港互聯網註冊管理有限公司主辦、政府資訊科技總監辦公室協辦及平等機會委員會擔任顧問機構的「無障礙網頁嘉許計劃18/19」金獎。今次是本會自2013年以來第5度獲得此殊榮，進一步肯定了本會在確保所有人士皆能在公平、無障礙網上環境中獲取消費者資訊而付出的努力。



The letters, cards and emails that come in a steady stream from grateful complainants and members of the public are valued very highly by the Council and its staff. These commendations and compliments reflect and reinforce the level of service the Council provides, and also serve to boost its staff's morale and pride in their mission to protect and empower consumers.

公眾與投訴人不時向消委會送上致謝函、心意咭和電郵，本會全人深表謝意。這些嘉許與感謝不單反映和肯定本會提供的服務水平，亦為一眾員工打氣，使其對參與維護消費者權益工作倍感自豪，推動本會繼續緊守崗位，達致使命。

Words of Thanks

The Council is grateful for the positive feedback from consumers who put their trust in our professional staff to serve them with care. Following are some examples:

嘉許函

年內，不少消費者透過讚賞信答謝本會職員，並表達對本會工作的支持及信賴，例子如下：



To Mr. Chow & Team,
I just want to say a big "thank you" for your help in getting my money back.
You are very good at your job.
I wish you every success in your career.

Dear Sir/Madam,
I am writing to express my appreciation for the services provided by your staff member Ms Lam Yin-Mei. She was thoughtful and patient while listening to me despite my difficulty expressing myself in native Cantonese. She handled each case and explained everything to me with her beautiful voice and passion. That made me feel relieved and supported.
Thank you again for the help and sincere service.

本人的個案經貴會跟進後，在2018年12月已和XX公司維修部聯繫及安排維修，將我困擾一年多的煩惱解決，真是無言感激。

特致函多謝！

祝工作愉快！聖誕快樂！



好多謝各位員工幫我解決4個多月的煩惱！

特別多謝個案主任張小姐協助聯絡。

Consumer Council

Former Chairpersons and Vice Chairpersons

消費者委員會 — 歷屆主席及副主席

Year 年份	Former Chairpersons 歷屆主席
1974.04 – 1975.03	Sir KAN Yuet-keung, GBE, CBE, JP 簡悅強爵士, GBE, CBE, 太平紳士
1975.04 – 1980.03	Dr LO Kwee-seong, CBE, OBE, JP 羅桂祥博士, CBE, OBE, 太平紳士
1980.04 – 1984.10	Dr Gallant HO Yiu-tai, JP 何耀棣博士, 太平紳士
1984.10 – 1988.10	Mrs Selina CHOW LIANG Shuk-ye, GBS, JP 周梁淑怡女士, 金紫荊星章, 太平紳士
1988.10 – 1991.10	Mr Martin LEE Chu-ming, SC, JP 李柱銘資深大律師, 太平紳士
1991.10 – 1997.10	Prof. Edward CHEN Kwan-yiu, GBS, JP 陳坤耀教授, 金紫荊星章, 太平紳士
1997.10 – 1999.07	Ms Anna WU Hung-yuk, GBS, JP 胡紅玉女士, 金紫荊星章, 太平紳士
1999.09 – 2005.09	Prof. Andrew CHAN Chi-fai, SBS, JP 陳志輝教授, 銀紫荊星章, 太平紳士
2005.09 – 2007.06	Prof. K C CHAN, GBS, JP 陳家強教授, 金紫荊星章, 太平紳士
2007.07 – 2012.06	Prof. Anthony CHEUNG Bing-leung, GBS, JP 張炳良教授, 金紫荊星章, 太平紳士
2013.01 – 2018.12	Prof. WONG Yuk-shan, SBS, BBS, JP 黃玉山教授, 銀紫荊星章, 銅紫荊星章, 太平紳士

Year 年份	Former Vice Chairpersons 歷屆副主席
1987.04 – 1989.03	Mr TANG Kwai-nang, BBS, JP 鄧桂能先生, 銅紫荊星章, 太平紳士
1989.04 – 1991.10	Prof. Edward CHEN Kwan-yiu, GBS, JP 陳坤耀教授, 金紫荊星章, 太平紳士
1991.10 – 1993.10	Mr Justein WONG Chun, BBS, JP 王津先生, 銅紫荊星章, 太平紳士
1993.10 – 1997.10	Ms Anna WU Hung-yuk, GBS, JP 胡紅玉女士, 金紫荊星章, 太平紳士
1997.10 – 2001.10	Dr John HO Dit-sang 何秩生博士
2001.10 – 2007.10	Mr Larry KWOK Lam-kwong, BBS, JP 郭琳廣律師, 銅紫荊星章, 太平紳士
2007.10 – 2013.10	Mr Ambrose HO, SBS, SC, JP 何沛謙資深大律師, 銀紫荊星章, 太平紳士
2013.11 – 2017.10	Mr Philip LEUNG Kwong-hon, MH 梁光漢先生, 榮譽勳章

Membership of the Consumer Council

消費者委員會委員

Chairman 主席

Prof. WONG Yuk-shan, SBS, BBS, JP
黃玉山教授，銀紫荊星章，銅紫荊星章，太平紳士
(up to 至 2018.12.31)

Mr Paul LAM Ting-kwok, SC 林定國資深大律師
(since 2019.01.01 起)

Vice Chairman 副主席

Mr Samuel CHAN Ka-yan, JP 陳家殷大律師，太平紳士

Members 委員

Ms Linda CHAN Ching-fan, SC 陳靜芬資深大律師

Mr Clement CHAN Kam-wing, MH 陳錦榮先生，榮譽勳章

Ms Grace CHAN Man-yee 陳文宜女士 (up to 至 2018.12.31)

Ms Jo Jo CHAN Shuk-fong 陳淑芳女士 (up to 至 2018.12.31)

Dr Wilton FOK Wai-tung 霍偉棟博士

Ms Amy FUNG Dun-mi, MH 馮丹媚女士，榮譽勳章

The Hon Steven HO Chun-yin, BBS
何俊賢議員，銅紫荊星章

Mr Edward HO Man-tat 何閏達先生 (since 2019.01.01 起)

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(since 2019.01.01 起)

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(up to 至 2018.12.31)

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Dr Max WONG Wai-lun 王慧麟博士 (up to 至 2018.12.31)

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(since 2019.01.30 起)

Dr Eunice YIM Pui-yu 嚴沛瑜博士

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(up to 至 2018.12.31)

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Mr SHIH Wing-ching, JP 施永青先生，太平紳士

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 Mr Alvin WONG Tak-wai 黃德偉先生
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 Ms Jo Jo CHAN Shuk-fong 陳淑芳女士 (up to 至 2018.12.31)
 The Hon Steven HO Chun-yin, BBS
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 Ms Iris WAN Lai-sze 溫麗司女士 (since 2019.01.30 起)

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 Dr Max WONG Wai-lun 王慧麟博士 (up to 至 2018.12.31)

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 Dr LUI Wing-cheong 雷永昌醫生 (since 2019.01.30 起)

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Dr Michael TSUI Fuk-sun, MH 徐福燦醫生，榮譽勳章

Mr Alvin WONG Tak-wai 黃德偉先生

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(up to 至 2018.12.31)

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(since 2019.01.30 起)

Vice Chairman 副主席

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Prof. Michael HUI King-man, MH 許敬文教授，榮譽勳章

Mr Kelvin KWOK Hiu-fai 郭曉暉先生 (since 2019.01.30 起)

Prof. Angela NG Lai-ping 吳麗萍教授

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Convenor 召集人

Prof. WONG Kam-fai, MH 黃錦輝教授，榮譽勳章
(up to 至 2018.12.31)

Mr KyruS SIU King-wai 蕭景威先生 (since 2019.01.30 起)

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Mr John CHIU Chi-yeung, JP 趙志洋先生，太平紳士
(up to 至 2018.12.31)

Mr Francis FONG Po-kiu 方保僑先生
(up to 至 2018.12.31)

Preliminary Working Group on Class Actions 集體訴訟初步研究工作小組

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Prof. WONG Yuk-shan, SBS, BBS, JP
黃玉山教授，銀紫荊星章，銅紫荊星章，太平紳士
(up to 至 2018.12.31)

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(since 2019.01.30 起)

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(since 2019.01.30 起)

Mr Alan LUI Siu-lun 雷紹麟先生 (since 2019.01.30 起)

Member and CLAF Management Committee Member

委員及消費者訴訟基金管理委員會成員

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CLAF Management Committee Members 消費者訴訟基金管理委員會成員

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Mr Richard KHAW Wei-kiang, SC 許偉強資深大律師

Ms Queenie Fiona LAU 劉恩沛大律師

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何沛謙資深大律師，銀紫荊星章，太平紳士

Mr Alex LAI Ting-hong 黎庭康律師

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辦公室配置及改善計劃工作小組

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許敬文教授，榮譽勳章 (增選委員)

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Mr Marvin HSU Tsun-fai 徐晉暉先生

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Mr Daniel C. LAM, SBS, JP

林濬先生，銀紫荊星章，太平紳士

Working Group on Sustainable Consumption Programme

可持續消費計劃工作小組

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Prof. WONG Yuk-shan, SBS, BBS, JP

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Prof. Angela NG Lai-ping 吳麗萍教授

Advisory Committee on Consumer Education for Primary Schools

小學消費教育諮詢委員會

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(up to 至 2018.12.31)

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Mr Gabriel PANG Tsz-kit 彭子傑先生

Mrs Susanna TSOI LAI Yuet-sum, MH

蔡黎悅心女士，榮譽勳章

Mr WONG Kam-leung 黃錦良校長

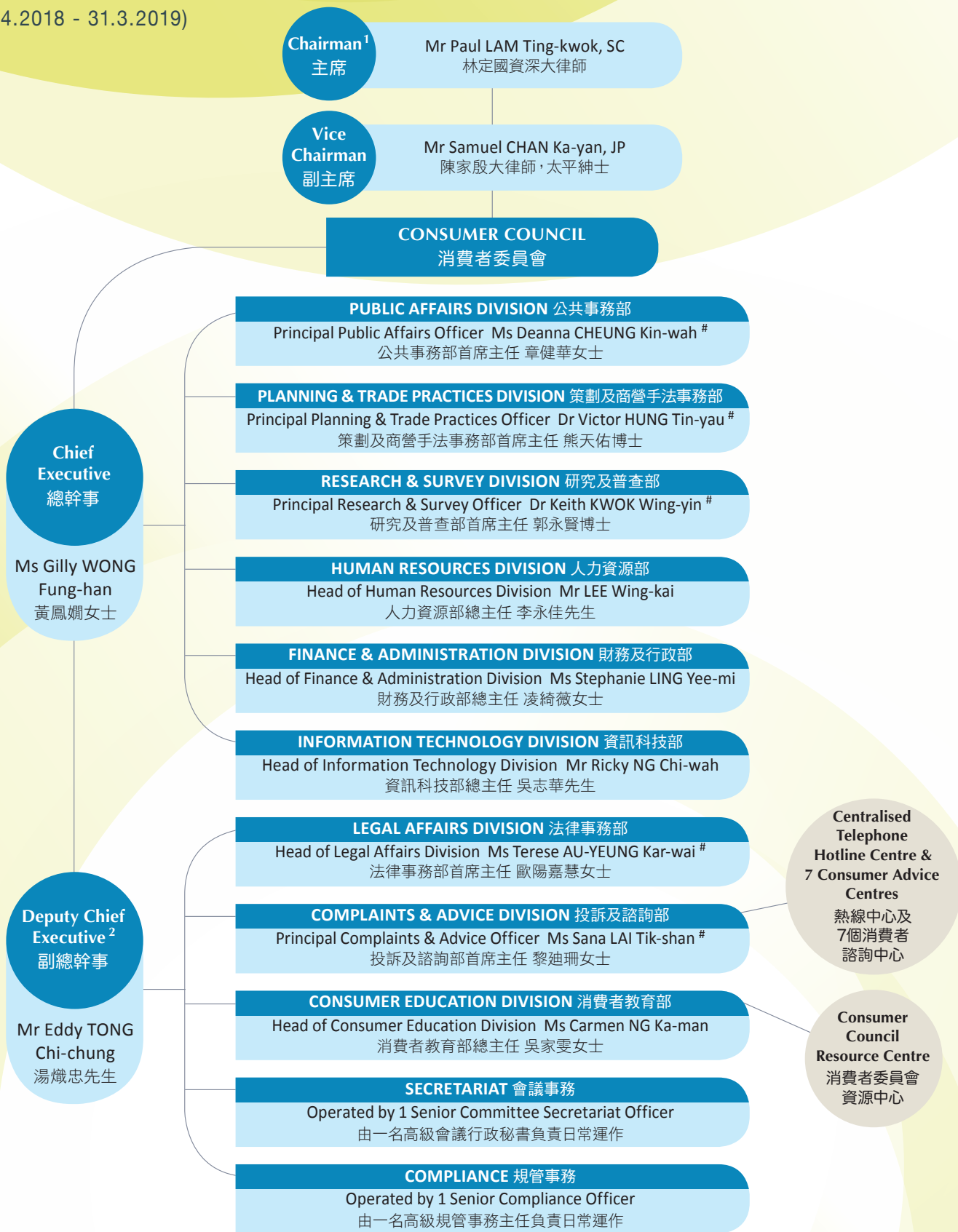
Ms WONG Mei-ling 王美玲女士

Dr Eunice YIM Pui-yu 嚴沛瑜博士

Management Team of the Consumer Council

消費者委員會管理層

(1.4.2018 - 31.3.2019)



¹ **Chairman 主席**
Prof. WONG Yuk-shan, SBS, BBS, JP 黃玉山教授, 銀紫荊星章, 銅紫荊星章, 太平紳士 (up to 至 2018.12.31)
Mr Paul LAM Ting-kwok, SC 林定國資深大律師 (since 2019.01.01 起)

² **Deputy Chief Executive 副總幹事**
Mr Simon CHUI Chun-king 徐振景先生 (up to 至 2019.01.01)
Mr Eddy TONG Chi-chung 湯熾忠先生 (since 2018.11.13 起)

Remuneration for top 3 tiers of staff in the Consumer Council
消委會首3級職員薪酬

Chief Executive – Directorate Pay Scale Point D3 總幹事 – 首長級薪級表薪點D3

Deputy Chief Executive – Directorate Pay Scale Point D1 副總幹事 – 首長級薪級表薪點D1

Principal Officer/ Senior Legal Counsel – Master Pay Scale Point 45-49
首席主任 – 總薪級表薪點45-49

Independent Auditor's Report 獨立核數師報告書

TO THE MEMBERS OF CONSUMER COUNCIL

(Established in Hong Kong under the Consumer Council Ordinance)

致消費者委員會委員

(根據《消費者委員會條例》在香港成立)

Opinion

We have audited the financial statements of Consumer Council (the "Council") set out on pages 78 to 107, which comprise the statement of financial position as at 31 March 2019, and the income and expenditure statement, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the state of the Council's affair as at 31 March 2019, and of its deficit and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA").

Basis for Opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSA") issued by the HKICPA. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Council in accordance with the HKICPA's Code of Ethics for Professional Accountants ("the Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The Council's members are responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

意見

本核數師(以下簡稱「我們」)已完成審核消費者委員會(「委員會」)列載於第78頁至第107頁的財務報表,包括於二零一九年三月三十一日的財務狀況表,及截至該日止年度的收支結算表、權益變動表和現金流量表,以及財務報表附註(包括主要會計政策概要)。

我們認為,上述財務報表均已根據香港會計師公會頒布的《香港財務報告準則》,真實而公平地反映委員會於二零一九年三月三十一日的事務狀況以及委員會截至該日止年度的虧損及現金流量。

意見的基礎

我們已根據香港會計師公會頒布之香港審核準則進行審計。我們在該等準則下承擔之責任於本報告「核數師就審核財務報表承擔之責任」一節中進一步闡述。根據香港會計師公會之《專業會計師道德守則》(以下簡稱「守則」),我們獨立於委員會,且我們已按照守則履行其他道德責任。我們相信,我們所獲得的審核證據能充分及適當地為我們的意見提供依據。

其他資料

委員會委員須對其他資料負責。其他資料包括年報所載的資料,但不包括財務報表及我們就此編製的核數師報告。

我們對財務報表的意見不涵蓋其他資料,我們亦不對該等其他資料發表任何形式的鑒證結論。

就我們對財務報表的審核而言,我們的責任是閱讀其他資料,在此過程中,考慮其他資料是否與有關財務報表或我們在審核過程中所瞭解的情況存在重大抵觸或者似乎存在重大錯誤陳述的情況。基於我們已執行的工作,如果我們認為其他資料存在重大錯誤陳述,我們須報告該事實。在此方面,我們沒有任何須報告之事項。

Independent Auditor's Report 獨立核數師報告書

TO THE MEMBERS OF CONSUMER COUNCIL - continued
(Established in Hong Kong under the Consumer Council Ordinance)

Responsibilities of Council's Members for the Financial Statements

The Council's members are responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA, and for such internal control as the Council's members determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Council's members are responsible for assessing the Council's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Council's members either intend to liquidate the Council or to cease operations, or have no realistic alternative but to do so.

The Council's members are responsible for overseeing the Council's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion solely to you, as a body, in accordance with the agreed terms of engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSAAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Council's internal control;

致消費者委員會委員 - 續
(根據《消費者委員會條例》在香港成立)

委員會委員就財務報表須承擔的責任

委員會委員須遵照香港會計師公會頒布的《香港財務報告準則》編製真實及公平之財務報表，以及實行其認為必要的內部控制，以使財務報表之編製不存在由於欺詐或錯誤而導致之重大錯誤陳述。

在編製財務報表時，委員會委員負責評估委員會持續經營的能力，並在適用情況下披露與持續經營有關的事項，以及使用持續經營為會計基礎，除非委員會委員有意將委員會清盤或停止經營，或別無其他實際的替代方案。

委員會委員負責監督委員會的財務報告流程。

核數師就審核財務報表承擔之責任

我們的目標是對財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並按照議定的聘用條款，僅向委員會發出納入我們意見的核數師報告，除此之外，本報告並無其他目的。我們不會就本報告的內容向任何其他人士負上或承擔任何法律責任。合理保證屬高度保證，但不能保證按照香港審核準則進行的審核，在某一重大錯誤陳述存在時總能被發現。錯誤陳述可由欺詐或錯誤引起，如果合理預期它們單獨或匯總起來可能影響財務報表使用者依賴此等財務報表所作出的經濟決定，則有關的錯誤陳述可被視作重大。

在根據《香港審核準則》進行審核的過程中，我們於整個審核過程中運用專業判斷，並抱持專業懷疑態度。我們亦：

- 識別及評估財務報表由於欺詐或錯誤而導致之重大錯誤陳述風險，設計及執行審核程序以應對該等風險，以及獲取充分及適當審核憑證為我們的意見提供基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述或僭越內部控制，故因未能發現欺詐而導致之重大錯誤陳述風險高於因未能發現錯誤而導致之重大錯誤陳述風險；
- 瞭解有關審核之內部控制，以設計在各類情況下適當之審核程序，但並非旨在對委員會內部控制之成效發表意見；

Independent Auditor's Report 獨立核數師報告書

TO THE MEMBERS OF CONSUMER COUNCIL - continued
(Established in Hong Kong under the Consumer Council Ordinance)

致消費者委員會委員 - 續
(根據《消費者委員會條例》在香港成立)

Auditor's Responsibilities for the Audit of the Financial Statements - continued

核數師就審核財務報表承擔之責任 - 續

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Council's members;
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Conclude on the appropriateness of the Council's members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Council's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Council to cease to continue as a going concern; and
- 評估委員會委員所採用會計政策之恰當性及作出會計估計及相關披露之合理性；
- 總結委員會委員採用持續經營會計基礎是否恰當，並根據已獲得的審核憑證，總結是否存在重大不明朗因素涉及可能令委員會之持續經營能力嚴重成疑之事件或情況。倘我們得出結論認為存在重大不明朗因素，我們須於核數師報告中提請使用者注意財務報表內之相關披露，或倘相關披露不足，則修訂我們的意見。我們的結論以截至核數師報告日期所獲得的審核憑證為基礎。然而，未來事件或情況可能導致委員會不再持續經營；及
- 評估財務報表（包括披露）之整體列報方式、結構和內容，以及財務報表是否中肯反映相關交易和事項。

We communicate with Council's members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

我們與委員會委員溝通（其中包括）審核工作之計劃範圍、時間安排及重大審核發現，包括我們於審核期間識別出內部控制之任何重大缺陷。

Deloitte Touche Tohmatsu
Certified Public Accountants
Hong Kong
29 July 2019

德勤·關黃陳方會計師行
執業會計師
香港
二零一九年七月二十九日

Income and Expenditure Statement 收支結算表

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

		NOTES 附註	2019 二零一九年 HK\$ 港元	2018 二零一八年 HK\$ 港元
Income	收入			
Government subvention	政府撥款		110,785,000	106,917,000
Non-recurrent projects subventions	非經常性項目撥款	5	10,340,232	10,093,630
Sales of CHOICE magazine	銷售《選擇》月刊	6	2,673,888	2,708,714
Administrative service income	行政服務收入	22	1,181,698	1,393,000
Interest on bank deposits	銀行存款利息		787,064	572,720
Sundry income	雜項收入		258,101	260,335
			<u>126,025,983</u>	<u>121,945,399</u>
Less:	減：			
Expenditure	支出			
Staff costs	員工成本	7	94,077,430	88,645,418
Non-recurrent projects expenses	非經常性項目支出	8	7,881,409	8,169,027
Testing and research	測試和研究		6,480,414	7,923,673
Office accommodation and related expenses	辦事處及相關費用		4,892,621	4,252,942
Depreciation for property, plant and equipment	物業、機器及設備的折舊		3,767,507	3,550,233
Production and marketing cost of CHOICE magazine	《選擇》月刊的出版及推廣費		2,391,347	2,363,682
Office equipment and maintenance	辦事處設備及維修		2,835,764	2,545,499
Consumer international membership fees	國際消費者聯會會員會費		537,596	452,048
Consumer education	消費者教育		418,776	524,933
Publicity and public relations	宣傳及公關		748,766	529,376
International conferences and duty visits	國際會議和外訪		378,689	162,554
Auditor's remuneration	核數師酬金		178,500	170,000
Council member expenses	委員會委員開支		46,400	45,200
Interest expenses on secured bank borrowing	有抵押銀行貸款利息支出		10,824	11,747
Other administrative expenses	其他行政費用		2,504,825	2,857,244
			<u>127,150,868</u>	<u>122,203,576</u>
Deficit for the year	本年度虧損		<u>(1,124,885)</u>	<u>(258,177)</u>

Statement of Financial Position 財務狀況表

AT 31 MARCH 2019 於二零一九年三月三十一日

		NOTES 附註	2019 二零一九年 HK\$ 港元	2018 二零一八年 HK\$ 港元
Non-current assets	非流動資產			
Property, plant and equipment	物業、機器及設備	9	57,675,895	52,481,410
Prepayments	預付款項		352,230	282,464
			<u>58,028,125</u>	<u>52,763,874</u>
Current assets	流動資產			
Account receivables, deposits and prepayments	應收賬款、按金及預付款項	10	2,576,397	2,225,541
Advances to staffs	提供予員工的預支	10	24,948	20,924
Amount due from Consumer Legal Action Fund	消費者訴訟基金的應收款項	10	1,181,698	1,393,000
Bank balances and cash	銀行結餘及現金	11	47,478,077	46,649,742
			<u>51,261,120</u>	<u>50,289,207</u>
Current liabilities	流動負債			
Subscriptions received in advance	預收訂閱費用		1,329,907	1,178,649
Account payables and accrued expenses	應付賬款及應計費用	12	3,429,571	5,820,937
Provision for untaken leaves	未放取之有薪年假撥備		5,802,489	5,530,392
Secured bank borrowing	有抵押銀行貸款	13	286,201	375,510
Subventions received in advance	預收撥款	14	21,109,622	14,397,038
			<u>31,957,790</u>	<u>27,302,526</u>
Net current assets	流動資產淨值		<u>19,303,330</u>	<u>22,986,681</u>
Total assets less current liabilities	資產總值減流動負債		<u>77,331,455</u>	<u>75,750,555</u>
Non-current liabilities	非流動負債			
Secured bank borrowing	有抵押銀行貸款	13	-	283,867
Subventions received in advance	預收撥款	14	4,196,543	1,206,891
			<u>4,196,543</u>	<u>1,490,758</u>
			<u>73,134,912</u>	<u>74,259,797</u>
Represented by:	折合：			
Leasehold property control account	租賃物業統制賬項	15	47,039,037	47,487,225
Equipment control account	設備統制賬項	16	1,426,555	3,008,004
Designated fund for approved projects	核准項目之指定基金	17	4,966,954	3,762,960
Accumulated surplus	累積盈餘		19,702,366	20,001,608
			<u>73,134,912</u>	<u>74,259,797</u>

The financial statements on pages 78 to 107 were approved and authorised for issue by the members of Consumer Council on 29 July 2019 and are signed on its behalf by:

載於第 78 頁至第 107 頁的財務報表已於二零一九年七月二十九日獲消費者委員會委員批准並授權發布，並由下列代表簽署：

Ms. Gilly Wong Fung-han
黃鳳嫻女士
CHIEF EXECUTIVE
總幹事

Statement of Changes in Equity 權益變動表

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

		Leasehold property control account 租賃物業 統制賬項 HK\$ 港元 (Note 15) (附註 15)	Equipment control account 設備 統制賬項 HK\$ 港元 (Note 16) (附註 16)	Designated fund for approved projects 核准項目之 指定基金 HK\$ 港元 (Note 17) (附註 17)	Accumulated surplus 累積 盈餘 HK\$ 港元	Total 合計 HK\$ 港元
At 1 April 2017	於二零一七年四月一日	48,558,761	4,706,958	4,594,368	16,657,887	74,517,974
Deficit for the year	本年度虧損	-	-	-	(258,177)	(258,177)
Current year addition	本年度增加金額	-	557,870	876,590	(1,434,460)	-
Current year utilisation	本年度使用金額	<u>(1,071,536)</u>	<u>(2,256,824)</u>	<u>(1,707,998)</u>	<u>5,036,358</u>	<u>-</u>
At 31 March 2018	於二零一八年三月三十一日	47,487,225	3,008,004	3,762,960	20,001,608	74,259,797
Deficit for the year	本年度虧損	-	-	-	(1,124,885)	(1,124,885)
Current year addition	本年度增加金額	576,584	616,166	2,080,584	(3,273,334)	-
Current year utilisation	本年度使用金額	<u>(1,024,772)</u>	<u>(2,197,615)</u>	<u>(876,590)</u>	<u>4,098,977</u>	<u>-</u>
At 31 March 2019	於二零一九年三月三十一日	<u>47,039,037</u>	<u>1,426,555</u>	<u>4,966,954</u>	<u>19,702,366</u>	<u>73,134,912</u>

Statement of Cash Flows 現金流量表

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

		2019 二零一九年 HK\$ 港元	2018 二零一八年 HK\$ 港元
Operating activities	營運活動		
Deficit for the year	年度虧損	(1,124,885)	(258,177)
Adjustments for:	就以下項目作出調整：		
Subventions utilisation on property, plant and equipment	物業、機器及設備之撥款使用	(2,458,823)	(1,924,348)
Interest expenses	利息支出	10,824	11,747
Depreciation for property, plant and equipment	物業、機器及設備的折舊	3,767,507	3,550,233
Interest income	利息收入	(787,064)	(572,720)
Operating cash flows before movements in working capital	營運資金變動前之經營現金流量	(592,441)	806,735
Increase in account receivables, deposits and prepayments	應收賬款、按金及預付款項之增加	(420,622)	(699,586)
Decrease in amount due from Consumer Legal Action Fund	消費者訴訟基金應收款項之減少	211,302	429,000
Increase in subscriptions received in advance	預收訂閱費之增加	151,258	257,932
(Decrease) increase in account payables and accrued expenses	應付賬款及應計費用之(減少)增加	(2,391,366)	338,737
Increase in provision for untaken leaves	未放取之有薪年假撥備之增加	272,097	136,475
(Increase) decrease in advances to staffs	提供予員工的預支之(增加)減少	(4,024)	5,271
Cash (used in) generated from operations	(用於)來自營運活動所得之現金額	(2,773,796)	1,274,564
Interest paid	已付利息	(10,824)	(11,747)
Net cash (used in) from operating activities	(用於)來自營運活動所得之現金額淨額	(2,784,620)	1,262,817
Investing activities	投資活動		
Purchase of property, plant and equipment	購置物業、機器及設備	(8,961,992)	(2,765,924)
Placement in time deposits with original maturity over three months	存入到期日逾三個月之定期存款	(28,370,543)	(12,038,276)
Withdrawal of time deposits with original maturity over three months	提取到期日逾三個月之定期存款	44,837,574	11,593,385
Interest received	已收利息	787,064	572,720
Net cash from (used in) investing activities	來自(用於)投資活動之現金淨額	8,292,103	(2,638,095)
Financing activities	融資活動		
Subventions utilised for non-recurrent projects	用於非經常性項目之撥款	(7,881,409)	(8,169,027)
Repayment of bank borrowing	償還銀行貸款	(373,176)	(372,253)
Subventions received for non-recurrent projects	從非經常性項目所得之撥款	20,042,468	4,136,223
Net cash from (used in) financing activities	融資活動所得(動用)之現金淨額	11,787,883	(4,405,057)
Net increase (decrease) in cash and cash equivalents	現金及現金等值項目淨額之增加(減少)	17,295,366	(5,780,335)
Cash and cash equivalents at beginning of the year	於本年初之現金及現金等值項目	9,795,163	15,575,498
Cash and cash equivalents at end of the year	於本年底之現金及現金等值項目	27,090,529	9,795,163
Total bank balances and cash represented by:	銀行結餘及現金總額折合為：		
Time deposits with original maturity over three months	原到期日逾三個月之定期存款	20,387,548	36,854,579
Cash and cash equivalents	現金及現金等值項目	27,090,529	9,795,163
		47,478,077	46,649,742

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

1. OBJECTIVES AND OPERATION OF THE COUNCIL

The Consumer Council (the "Council") is a body corporate with perpetual succession established under the Consumer Council Ordinance 1977 (Chapter 216, Laws of Hong Kong) for the purpose of protecting and promoting the interests of consumers of goods, immovable property and services. It is mainly funded by Government subventions. The Council is also appointed as trustee for the Consumer Legal Action Fund under a Deed of Trust for the purpose of offering financial assistance to consumers in seeking legal redress, remedies and protection.

The address of the registered office and principal place of operation of the Council is 22nd Floor, K. Wah Centre, 191 Java Road, North Point, Hong Kong.

The Council is exempted from profits tax under the provision of section 87 of the Inland Revenue Ordinance.

The financial statements are presented in Hong Kong dollars, which is also the functional currency of the Council.

2. APPLICATION OF NEW AND AMENDMENTS TO HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs")

New and amendments to HKFRSs that are mandatorily effective for the current year

The Council has applied the following new and amendments to HKFRSs issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") for the first time in the current year:

HKFRS 9	Financial Instruments
HKFRS 15	Revenue from Contracts with Customers and the related Amendments
HK(IFRIC) - Int 22	Foreign Currency Transactions and Advance Consideration
Amendments to HKFRS 2	Classification and Measurement of Share-based Payment Transactions
Amendments to HKFRS 4	Applying HKFRS 9 Financial Instruments with HKFRS 4 Insurance Contracts
Amendments to HKAS 28	As part of the Annual Improvements to HKFRSs 2014 - 2016 Cycle
Amendments to HKAS 40	Transfers of Investment Property

Except as described below, the application of the new and amendments to HKFRSs in the current year has had no material impact on the Council's financial performance and positions for the current and prior years and/or on the disclosures set out in these financial statements.

1. 委員會目標及營運

消費者委員會（「委員會」）是根據一九七七年《消費者委員會條例》（香港法例第 216 章）成立的永久性法定團體，目的是保護及促進消費者在商品、不動產及服務消費上的權益。資金來源主要是政府撥款資助。委員會亦根據信託聲明獲委任為消費者訴訟基金之受託人，目的是為消費者就依循法律途徑尋求賠償、補償及保障上，提供經濟援助。

本委員會之註冊辦事處及主要營運地點均為香港北角渣華道 191 號嘉華國際中心 22 樓。

委員會根據《稅務條例》第 87 條規定，獲豁免利得稅。

本財務報表以港元列出，港元亦是委員會的功能貨幣。

2. 應用新訂及經修訂之《香港財務報告準則》（「《香港財務報告準則》」）

本年度強制生效之新訂及經修訂《香港財務報告準則》

委員會於本年度已首次採用下列由香港會計師公會（「香港會計師公會」）頒布的新訂及經修訂之《香港財務報告準則》：

《香港財務報告準則》第 9 號	金融工具
《香港財務報告準則》第 15 號	客戶合約收入及相關修訂
香港（國際財務報告詮釋委員會）- 詮釋第 22 號	外幣交易及預付代價
《香港財務報告準則》第 2 號（修訂本）	以股份為基礎付款交易的分類及計量
《香港財務報告準則》第 4 號（修訂本）	應用《香港財務報告準則》第 9 號「金融工具」於《香港財務報告準則》第 4 號「保險合約」
《香港會計準則》第 28 號（修訂本）	《香港財務報告準則》二零一四年至二零一六年週期之年度改進的一部分
《香港會計準則》第 40 號（修訂本）	投資物業的轉讓

除下文所述外，本年度採用的《香港財務報告準則》新訂及經修訂本對委員會於本年度及先前年度的財務表現與狀況及／或該等財務報表所載的披露資料概無重大影響。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

2. APPLICATION OF NEW AND AMENDMENTS TO HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs") - continued

HKFRS 15 Revenue from Contracts with Customers

The Council has applied HKFRS 15 for the first time in the current year. HKFRS 15 superseded HKAS 18 Revenue, HKAS 11 Construction Contracts and the related interpretations.

The Council has applied HKFRS 15 retrospectively with the cumulative effect of initially applying this Standard recognised at the date of initial application, 1 April 2018. Any difference at the date of initial application is recognised in the opening accumulated surplus and comparative information has not been restated. Furthermore, in accordance with the transition provisions in HKFRS 15, the Council has elected to apply the standard retrospectively only to contracts that are not completed at 1 April 2018. Accordingly, certain comparative information may not be comparable as comparative information was prepared under HKAS 18 Revenue and HKAS 11 Construction Contracts and the related interpretations. The members of Consumer Council assessed that there is no material impact on the financial statements.

The Council recognises revenue from sale of goods which arise from contracts with customers. Information about the Council's performance obligations and the accounting policies resulting from application of HKFRS 15 are disclosed in notes 3.

HKFRS 9 Financial Instruments

In the current year, the Council has applied HKFRS 9 *Financial Instruments* and the related consequential amendments to other HKFRSs. HKFRS 9 introduces new requirements for 1) the classification and measurement of financial assets and financial liabilities, 2) expected credit losses ("ECL") for financial assets and 3) general hedge accounting.

The Council has applied HKFRS 9 in accordance with the transition provisions set out in HKFRS 9, i.e. applied the classification and measurement requirements (including impairment under ECL model) retrospectively to instruments that have not been derecognised as at 1 April 2018 (date of initial application) and has not applied the requirements to instruments that have already been derecognised as at 1 April 2018. The difference between carrying amounts as at 31 March 2018 and the carrying amounts as at 1 April 2018 are recognised in the opening accumulated surplus and other components of equity, without restating comparative information.

Accordingly, certain comparative information may not be comparable as comparative information was prepared under HKAS 39 *Financial Instruments: Recognition and Measurement* ("HKAS 39").

Accounting policies resulting from application of HKFRS 9 are disclosed in note 3.

2. 應用新訂及經修訂之《香港財務報告準則》(「《香港財務報告準則》」) - 續

《香港財務報告準則》第 15 號「客戶合約收入」

委員會已在本年度首次應用《香港財務報告準則》第 15 號。《香港財務報告準則》第 15 號已取代《香港會計準則》第 18 號「收益」、《香港會計準則》第 11 號「建築合約」及相關詮釋。

委員會已追溯應用《香港財務報告準則》第 15 號，並於首次應用日期二零一八年四月一日確認首次應用該準則的累積影響。於首次應用日期的任何差額，於期初累積盈餘中確認，比較資料並無未有重列。此外，根據《香港財務報告準則》第 15 號的過渡條文，委員會已選擇只將該準則追溯應用至於二零一八年四月一日尚未完成的合約。因此，若干比較資料可能無法與根據《香港會計準則》第 18 號「收益」、《香港會計準則》第 11 號「建築合約」及相關詮釋編制的比較資料作出比較。消費者委員會委員認為此對財務報表並無構成重大影響。

委員會確認來自客戶商品銷售合約的收入。有關委員會因採用《香港財務報告準則》第 15 號而產生的履約責任及會計政策的資料披露於附註 3。

《香港財務報告準則》第 9 號金融工具

於本年度，委員會已採用《香港財務報告準則》第 9 號「金融工具」及其他《香港財務報告準則》的相應修訂。《香港財務報告準則》第 9 號對下列各項引入新規定：1) 金融資產和金融負債的分類和計量、2) 金融資產的預期信貸虧損（「預期信貸虧損」）及 3) 一般對沖會計。

委員會已跟據《香港財務報告準則》第 9 號所載過渡條文應用《香港財務報告準則》第 9 號，即對於二零一八年四月一日（應用日期）未有被註銷的工具，追溯應用對該等分類和計量要求（包括預期信貸虧損模式之下之減值），及沒有對於二零一八年四月一日已被註銷的工具，應用該等要求。於二零一八年三月三十一日賬面值與於二零一八年四月一日賬面值之間的差額，於期初累計盈餘及權益的其他部分確認，其比較資料則未有重列。

因此，若干比較資料可能無法與跟據《香港會計準則》第 39 號「金融工具：確認和計量」（「《香港會計準則》第 39 號」）編制的比較資料作出比較。

應用《香港財務報告準則》第 9 號所引致的會計政策於附註 3 披露。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

2. APPLICATION OF NEW AND AMENDMENTS TO HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs") - continued

HKFRS 9 *Financial Instruments* - continued

Classification and measurement of financial assets and financial liabilities

Trade receivables arising from contracts with customers are initially measured in accordance with HKFRS 15.

All recognized financial assets and financial liabilities that are within the scope of HKFRS 9 are subsequently measured at amortised cost.

Impairment under ECL model

Except for those which had been determined as credit impaired under HKAS 39, ECL for other financial assets at amortised cost, including bank balances and other receivables, are assessed on 12-month ECL basis as there had been no significant increase in credit risk since initial recognition.

As at 1 April 2018, the members of the Council (the "Members") reviewed and assessed the impairment of all financial assets under ECL model, and no additional loss allowance is recognised against accumulated surplus.

New and amendments to HKFRSs in issue but not yet effective

The Council has not early applied the following new and amendments to HKFRSs that have been issued but are not yet effective:

HKFRS 16	Leases ¹
HKFRS 17	Insurance Contract ³
HK(IFRIC) - Int 23	Uncertainty over Income Tax Treatments ¹
Amendments to HKFRS 3	Definition of a Business ⁴
Amendments to HKFRS 9	Prepayment Features with Negative Compensation ¹
Amendments to HKFRS 10 and HKAS 28	Sale or Contribution of Assets between an Investor and its Associate or Joint Venture ²
Amendments to HKAS 1 and HKAS 8	Definition of Material ⁵
Amendments to HKAS 19	Plan Amendment, Curtailment or Settlement ¹
Amendments to HKAS 28	Long-term Interests in Associates and Joint Ventures ¹
Amendments to HKFRSs	Annual Improvements to HKFRSs 2015 - 2017 Cycle ¹

2. 應用新訂及經修訂之《香港財務報告準則》（「《香港財務報告準則》」）- 續

《香港財務報告準則》第 9 號 *金融工具* - 續

金融資產及金融負債的分類和計量

從客戶合約產生的買賣應收款項初步根據《香港財務報告準則》第 15 號計量。

所有在《香港財務報告準則》第 9 號範圍之內已確認的金融資產及金融負債其後按攤銷成本計量。

預期信貸虧損模式下的減值

除根據《香港會計準則》第 39 號已確定作出信貸減值的金融資產外，其他按攤銷成本計算的金融資產，包括銀行結餘及應收利息，如初步確定以來信貸風險並無大幅增加，其減值會按 12 個月預期信貸虧損模式進行評估。

於二零一八年四月一日，委員會委員（「委員」）以預期信貸虧損模式，對所有金融資產的減值作出檢視及評估，認為並無須就此對累計盈餘作出任何額外虧損撥備。

已頒布但尚未生效之新訂及經修訂《香港財務報告準則》

委員會並未提前採用下列已頒布但尚未生效的新訂及經修訂《香港財務報告準則》：

《香港財務報告準則》第 16 號	租賃 ¹
《香港財務報告準則》第 17 號	保險合約 ³
香港（國際財務報告詮釋委員會）- 詮釋第 23 號	所得稅處理的不確定性 ¹
《香港財務報告準則》第 3 號（修訂本）	業務的定義 ⁴
《香港財務報告準則》第 9 號（修訂本）	具負補償之預付款項特性 ¹
《香港財務報告準則》第 10 號及《香港會計準則》第 28 號（修訂本）	投資者與其聯營企業及合營企業之間的資產出售或注資 ²
《香港會計準則》第 1 號及《香港會計準則》第 8 號（修訂本）	重大的定義 ⁵
《香港會計準則》第 19 號（修訂本）	計劃修訂、縮減或結算 ¹
《香港會計準則》第 28 號（修訂本）	於聯營公司及合營公司之長期權益 ¹
《香港財務報告準則》修訂本	《香港財務報告準則》二零一五年至二零一七年週期之年度改進 ¹

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

2. APPLICATION OF NEW AND AMENDMENTS TO HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs") - continued

New and amendments to HKFRSs in issue but not yet effective – continued

1. Effective for annual periods beginning on or after 1 January 2019
2. Effective for annual periods beginning on or after a date to be determined
3. Effective for annual periods beginning on or after 1 January 2021
4. Effective for business combinations and asset acquisitions for which the acquisition date is on or after the beginning of the first annual period beginning on or after 1 January 2020
5. Effective for annual periods beginning on or after 1 January 2020

HKFRS 16 Leases

HKFRS 16 introduces a comprehensive model for the identification of lease arrangements and accounting treatments for both lessors and lessees. HKFRS 16 will supersede HKAS 17 *Leases* and the related interpretations when it becomes effective.

HKFRS 16 distinguishes lease and service contracts on the basis of whether an identified asset is controlled by a customer. In addition, HKFRS 16 requires sales and leaseback transactions to be determined based on the requirements of HKFRS 15 as to whether the transfer of the relevant asset should be accounted as a sale. HKFRS 16 also includes requirements relating to subleases and lease modifications.

Distinctions of operating leases and finance leases are removed for lessee accounting, and is replaced by a model where a right-of-use asset and a corresponding liability have to be recognised for all leases by lessees, except for short-term leases and leases of low value assets.

The right-of-use asset is initially measured at cost and subsequently measured at cost (subject to certain exceptions) less accumulated depreciation and impairment losses, adjusted for any remeasurement of the lease liability. The lease liability is initially measured at the present value of the lease payments that are not paid at that date. Subsequently, the lease liability is adjusted for interest and lease payments, as well as the impact of lease modifications, amongst others. For the classification of cash flows, the Council currently presents upfront prepaid lease payments as investing cash flows in relation to leasehold lands for owned use and those classified as investment properties while other operating lease payments are presented as operating cash flows. Under the HKFRS 16, lease payments in relation to lease liability will be allocated into a principal and an interest portion which will be presented as financing and operating cash flows respectively by the Council.

2. 應用新訂及經修訂之《香港財務報告準則》（「《香港財務報告準則》」）- 續

已頒布但尚未生效之新訂及經修訂《香港財務報告準則》- 續

1. 於二零一九年一月一日或其後開始之年度期間生效
2. 於尚待釐定日期或之後開始之年度期間生效
3. 於二零二一年一月一日或其後開始之年度期間生效
4. 對收購日期為二零二零年一月一日或之後開始的首個年度期間開始當日或之後的業務合併及資產收購生效
5. 於二零二零年一月一日或其後開始之年度期間生效

《香港財務報告準則》第 16 號「租賃」

《香港財務報告準則》第 16 號為識別出租人及承租人的租賃安排及會計處理引入一個全面的模式。當《香港財務報告準則》第 16 號生效時，將取代《香港會計準則》第 17 號「租賃」及相關的詮釋。

《香港財務報告準則》第 16 號根據所識別資產是否由客戶控制來區分租賃及服務合約。此外，《香港財務報告準則》第 16 號規定銷售及租回交易須根據《香港財務報告準則》第 15 號規定，就有關資產轉讓是否應計入銷售作出決定。《香港財務報告準則》第 16 號亦包括轉租及租賃修改的相關規定。

除短期租賃及低值資產租賃外，承租人於經營及融資租賃在會計處理上的差異會被移除，所有租賃會以確認其資產使用權及相應負債的模式替代。

除若干情況外，資產使用權最初按成本計量，隨後會按成本扣減累計折舊及減值虧損作出計量，並根據任何對租賃負債的重新計量而作出調整。租賃負債初步按當時未支付租賃款項之現值計量。隨後，租賃負債會因應利息、租賃付款以及租賃修改所作出的影響予以調整。就現金流量分類而言，委員會現時把有關自用租賃土地，及該等分類為投資物業的預付租賃款項呈列為投資現金流量，而其他經營租賃付款呈列為經營現金流量。根據《香港財務報告準則》第 16 號，委員會將會就有關租賃負債之租賃付款劃分為本金和息金部分，並分別呈列於融資和經營現金流。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

2. APPLICATION OF NEW AND AMENDMENTS TO HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs") - continued

HKFRS 16 *Leases* - continued

Under HKAS 17, the Council has already recognised an asset and a related finance lease liability for finance lease arrangement and prepaid lease payments for leasehold lands where the Council is a lessee. The application of HKFRS 16 may result in potential changes in classification of these assets depending on whether the Council presents right-of-use assets separately or within the same line item at which the corresponding underlying assets would be presented if they were owned.

Other than certain requirements which are also applicable to lessor, HKFRS 16 substantially carries forward the lessor accounting requirements in HKAS 17, and continues to require a lessor to classify a lease either as an operating lease or a finance lease.

Furthermore, extensive disclosures are required by HKFRS 16.

As at 31 March 2019, the Council has non-cancellable operating lease commitments of approximately HK\$2,715,634 as disclosed in note 20. A preliminary assessment indicates that these arrangements will meet the definition of a lease under HKFRS 16, and hence the Council will recognise a right-of-use asset and a corresponding liability in respect of all these leases unless they qualify for low value or short-term leases.

In addition, the Council currently considers refundable rental deposits paid of HK\$509,781 as rights and obligations under leases to which HKAS 17 applies. Based on the definition of lease payments under HKFRS 16, such deposits are not payments relating to the right to use the underlying assets, accordingly, the carrying amounts of such deposits may be adjusted to amortised cost. Adjustments to refundable rental deposits paid would be considered as additional lease payments and included in the carrying amount of right-of-use assets. Adjustments to refundable rental deposits received would be considered as advance lease payments.

The application of new requirements may result in changes in measurement, presentation and disclosure as indicated above.

For other new and amendments to HKFRSs, the members of the Council anticipate that the application of these new and amendments to HKFRSs will have no material impact on the results and the financial position of the Council.

3. SIGNIFICANT ACCOUNTING POLICIES

The financial statements have been prepared in accordance with HKFRSs issued by HKICPA.

The financial statements have been prepared on the historical cost basis. Historical cost is generally based on the fair value of the consideration given in exchange for goods services.

2. 應用新訂及經修訂之《香港財務報告準則》(「《香港財務報告準則》」) - 續

《香港財務報告準則》第 16 號「租賃」- 續

根據《香港會計準則》第 17 號，委員會已就（作為承租人的）租賃土地融資租賃安排及預付租賃款項，確認作資產及相關融資租賃負債。應用《香港財務報告準則》第 16 號可能令該等資產分類產生潛在變動，視乎委員會是否把資產使用權分開呈列，或把資產使用權與其他擁有的資產作相同項目並列。

除亦適用於出租人的若干規定外，《香港財務報告準則》第 16 號大致上轉承了《香港會計準則》第 17 號對出租人的會計要求，並繼續要求出租人將租賃分為經營租賃或融資租賃。

此外，《香港財務報告準則》第 16 號就披露作出更詳盡的規定。

就附註 20 所披露，於二零一九年三月三十一日，委員會擁有不可撤銷經營租賃承擔 2,715,634 港元。經初步評估，該等安排將符合《香港財務報告準則》第 16 號下租賃定義。除非該等租賃符合低價值或短期租賃，委員會將確認所有有關該等租賃的使用權資產及相應負債。

此外，委員會現根據《香港會計準則》第 17 號，認為可退還之租賃按金為 509,781 港元，乃屬於租賃的權利及責任。根據《香港財務報告準則》第 16 號租賃付款的定義，該等按金並非與相關資產使用權有關的付款，因此，該等按金的賬面值可調整為攤銷成本。而可退還的已付租賃按金的調整將被視為額外租賃付款並計入使用權資產的賬面值。可退還的已收取租賃按金的調整將被視為租賃預付款。

如上述所示，應用新的規定可能會導致以上所述就計量，呈現方式和披露方面的改變。

就其他新訂及經修訂之《香港財務報告準則》，委員會委員預期應用該等新訂及新修訂之《香港財務報告準則》將不會對委員會的業績及財務狀況產生重大影響。

3. 主要會計政策

本財務報表乃按照香港會計師公會頒布之《香港財務報告準則》編製而成。

財務報表乃按照歷史成本之基準編製。歷史成本一般根據換取貨物及服務所給予代價之公平值而釐定。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

3. SIGNIFICANT ACCOUNTING POLICIES - continued

The principal accounting policies are set out as follows:

Revenue from contracts with customers (upon application of HKFRS 15 in accordance with transitions in note 2)

Under HKFRS 15, the Council recognises revenue when (or as) a performance obligation is satisfied, i.e. when "control" of the goods or services underlying the particular performance obligation is transferred to the customer.

A performance obligation represents a good or service (or a bundle of goods or services) that is distinct or a series of distinct goods or services that are substantially the same.

Control is transferred over time and revenue is recognised over time by reference to the progress towards complete satisfaction of the relevant performance obligation if one of the following criteria is met:

- the customer simultaneously receives and consumes the benefits provided by the Council's performance as the Council performs;
- the Council's performance creates and enhances an asset that the customer controls as the Council performs; or
- the Council's performance does not create an asset with an alternative use to the Council and the Council has an enforceable right to payment for performance completed to date.

Otherwise, revenue is recognised at a point in time when the customer obtains control of the distinct good or service.

Income recognition (prior to 1 April 2018)

Income is measured at the fair value of the consideration received or receivable. Income is reduced for estimated customer returns, rebates and other similar allowances.

Income is recognised when the amount of income can be reliably measured; when it is probable that future economic benefits will flow to the Council and when specific criteria have been met for each of the Council's activities, as described below.

- Sales of CHOICE and other publications are recognised when goods are delivered and title has passed.
- Sales of CHOICE on-line subscriptions are recognised when services are provided.
- Licence fee income for CHOICE on-line is recognised on a straight-line basis over the relevant licence term.

Government subventions

Government subventions for recurrent projects are recognised when funds are appropriated by the Government.

Government subventions for non-recurrent projects are recognised as income over the periods necessary to match with the related costs which the subventions are intended to compensate on a systematic basis.

3. 主要會計政策 – 續

主要會計政策詳列如下：

客戶合約收入（根據附註 2 之過渡條文應用《香港財務報告準則》第 15 號）

根據《香港財務報告準則》第 15 號，委員會於完成履行合約責任時，即在該相關商品或服務的「控制權」轉移至客戶時，確定有關收入。

履行合約責任指一項指定商品及服務（或一批商品或服務）或一系列大致相同的明確商品或服務。

控制權隨時間轉移，在符合以下其中一項條件，收益在參照相關履約責任完成的進度按時間確認：

- 客戶於委員會履約時，同時收取及消耗委員會在履約時所提供的利益；
- 委員會在履約時創造或提升客戶控制的資產；或
- 委員會的履約行為並無產生對委員會有替代用途的資產，且委員會有強制執行權以收取至今已履約的款項。

否則，收益會於客戶獲得該商品或服務控制權時確認。

收入確認（二零一八年四月一日之前）

收入乃按已收或應收代價的公平值計算。收入會扣除客戶退貨、退款的估算，及其他類似撥備。

收入於其金額能夠可靠計量、未來經濟利益可能流入委員會，且已符合委員會下述各項活動之特定標準時確認。

- 《選擇》月刊及其他刊物的銷售額，於交付商品及移交所有權時確認。
- 《選擇》月刊網上訂閱銷售額，於提供服務時確認。
- 《選擇》月刊的網上牌照費收入按直線法於有關許可期內確認。

政府撥款

經常性項目之政府撥款以政府撥入款項時確認。

非經常性項目之政府撥款會在與其相關的成本作出有系統的配對後，確認為該期間的收入。

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3. SIGNIFICANT ACCOUNTING POLICIES - continued

Capital contribution

Contribution of cash and capital assets by the Government of the Hong Kong Special Administrative Region (the "HKSAR") are accounted for as capital contribution and recognised in the appropriate equity account.

Property, plant and equipment

Property, plant and equipment are stated in the statement of financial position at cost less subsequent accumulated depreciation and subsequent accumulated impairment losses, if any.

Assets in the course of development for production supply or administrative purposes are carried at cost less any impairment loss. Costs include professional fees capitalised in accordance with the Council's accounting policy. Such assets are classified to the appropriate categories of property, plant and equipment when completed and ready for intended use.

Depreciation is recognised so as to write off the cost of assets, less their residual values over their estimated useful lives, using the straight-line method. The estimated useful lives, residual values and depreciation method are reviewed at the end of each reporting period, with the effect of any changes in estimate accounted for on a prospective basis.

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected to arise from the continued use of the asset. Any gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the asset and is recognised in the income and expenditure statement.

Financial instruments

Financial assets and financial liabilities are recognised when the Council becomes a party to the contractual provisions of the instrument. All regular way purchases or sales of financial assets are recognised and derecognised on a trade date basis. Regular way purchases or sales are purchases or sales of financial assets that require delivery of assets within the time frame established by regulation or convention in the market place.

Financial assets and financial liabilities are initially measured at fair value except for trade receivables arising from contracts with customers which are initially measured in accordance with HKFRS 15 since 1 April 2018. Transaction costs that are directly attributable to the acquisition or issue of financial assets and financial liabilities (other than financial assets or financial liabilities at fair value through profit or loss ("FVTPL")) are added to or deducted from the fair value of the financial assets or financial liabilities, as appropriate, on initial recognition. Transaction costs directly attributable to the acquisition of the financial assets or financial liabilities at FVTPL are recognised immediately in income and expenditure statement.

3. 主要會計政策 - 續

認繳資本

由香港特別行政區政府（以下簡稱「香港特區政府」）認繳的現金和資本資產以認繳資本入賬，並於適當的權益賬戶中確認。

物業、機器及設備

物業、機器及設備是以成本減其後累積折舊及其後累積減值虧損（如有）於財務狀況表中列示。

處於開發過程中且用於生產供應或行政用途的資產按成本扣除任何減值虧損列賬。成本包括根據委員會會計政策而作出資本化的專業費用。該等資產於完成及可用作擬定用途時將歸類為物業、機器及設備。

資產在減去估計剩餘價值後，按其估計可用年限以直線法確認折舊以撇銷其成本。於各報告期結束時，對估計可用年限、剩餘價值及折舊方法進行檢討，以便預先考慮估計出現的任何變動。

物業、機器及設備於處理或預期繼續使用該項資產不會帶來未來經濟利益時予以註銷。任何因物業、機器及設備的棄置或永久停用而產生的收益或虧損，會按該資產之出售收入與賬面價值之間差額計算，在收支結算表內確認。

金融工具

金融資產及金融負債於委員會成為工具合約條文的一方時予以確認。所有定期購買或出售之金融資產均在交易日被確認及註銷。定期購買或出售為須在市場規則或慣例所設定的時間範圍內交付購買的資產或出售金融資產。

金融資產及金融負債初步以公平值計量。客戶合約產生的貿易應收款項自二零一八年四月一日起，初步根據《香港財務報告準則》第 15 號計量除外。收購或發行金融資產及金融負債（除以公平值計量並計入損益（「以公平值計量並計入損益」）的金融資產或金融負債外）所產生的直接交易成本，將在初步確認時，在金融資產或金融負債（如適用）的公平值中加入或扣除。收購以公平值計量並計入損益的金融資產或金融負債的直接交易成本，會立即於收支結算表確認。

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3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

The effective interest method is a method of calculating the amortised cost of a financial asset or financial liability and of allocating interest income and interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts and payments (including all fees and points paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected life of the financial asset or financial liability, or, where appropriate, a shorter period, to the net carrying amount on initial recognition.

Financial assets

Classification and subsequent measurement of financial assets (upon application of HKFRS 9 in accordance with transitions in note 2)

Financial assets that meet the following conditions are subsequently measured at amortised cost:

- the financial asset is held within a business model whose objective is to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Financial assets that meet the following conditions are subsequently measured at fair value through other comprehensive income ("FVTOCI"):

- the financial asset is held within a business model whose objective is achieved by both collecting contractual cash flows and selling; and
- the contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

All other financial assets are subsequently measured at FVTPL, except that at the date of initial application/initial recognition of a financial asset the Council may irrevocably elect to present subsequent changes in fair value of an equity investment in other comprehensive income ("OCI") if that equity investment is neither held for trading nor contingent consideration recognised by an acquirer in a business combination to which HKFRS 3 *Business Combinations* applies.

3. 主要會計政策 - 續

金融工具 - 續

實際利率法是計算金融資產或金融負債之攤銷成本，按有關期間攤分其利息收入及利息開支之方法。實際利率是於初步確認時，按金融資產或金融負債預計可使用期限或較短期限（如適用），將估計的未來現金收入及付款（包括所有組成實際利率、交易成本及其他溢價或折讓的已付或已收的費用及點子）準確貼現至賬面淨值額的利率。

金融資產

金融資產的分類及其後計量（根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號）

符合下列條件的金融資產隨後按攤銷成本計量：

- 該金融資產以業務模式持有，其目標為收取合約現金流量；及
- 合約條款於特定日期產生的現金流量僅為支付本金和未償還本金的利息。

符合下列條件的金融資產隨後以公平值計量，並計入其他全面收益（「以公平值計量並計入其他全面收益」）：

- 該金融資產以業務模式持有，其目標為收取合約現金流量及出售；及
- 合約條款於特定日期產生的現金流量僅為支付本金和未償還本金的利息。

所有其他金融資產隨後以公平值計量並計入損益，除了當持有股權投資並非作買賣用途，亦非收購人於《香港財務報告準則》第 3 號「業務合併」適用的業務合併中確認的或對有價，則委員會可在該股權投資初次應用/初次確認時選擇不可撤回地於其他全面收益（「其他全面收益」）中顯示其公平值的其後變動。

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3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Classification and subsequent measurement of financial assets (upon application of HKFRS 9 in accordance with transitions in note 2) – continued

A financial asset is classified as held for trading if:

- it has been acquired principally for the purpose of selling in the near term; or
- on initial recognition it is a part of a portfolio of identified financial instruments that the Council manages together and has a recent actual pattern of short-term profit-taking; or
- it is a derivative that is not designated and effective as a hedging instrument.

In addition, the Council may irrevocably designate a financial asset that are required to be measured at the amortised cost or FVTOCI as measured at FVTPL if doing so eliminates or significantly reduces an accounting mismatch.

(i) Amortised cost and interest income

Interest income is recognised using the effective interest method for financial assets measured subsequently at amortised cost. Interest income is calculated by applying the effective interest rate to the gross carrying amount of a financial asset, except for financial assets that have subsequently become credit-impaired (see below). For financial assets that have subsequently become credit-impaired, interest income is recognised by applying the effective interest rate to the amortised cost of the financial asset from the next reporting period. If the credit risk on the credit-impaired financial instrument improves so that the financial asset is no longer credit-impaired, interest income is recognised by applying the effective interest rate to the gross carrying amount of the financial asset from the beginning of the reporting period following the determination that the asset is no longer credit impaired.

(ii) Financial assets at FVTPL

Financial assets that do not meet the criteria for being measured at amortised cost or FVTOCI or designated as FVTOCI are measured at FVTPL.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產的分類及其後計量（根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號） - 續

符合下列條件，則金融資產被分類為持有作買賣：

- 收購該金融資產的主要目的為在近期作出售用途；或
- 於初步確認時，該金融資產已構成基金合併管理的已識別金融工具組合的一部分，且最近有短期獲利的真實模式；或
- 該金融資產未獲指定為對沖工具及有效對沖工具。

此外，委員會可以不可撤回地指定一項須按攤銷成本或按公平值計量並計入其他全面收益的金融資產，以按公平值計量並計入損益作出計量，如有關指定可消除或大幅減少會計錯配。

(一) 攤銷成本和利息收入

其後按攤銷成本計量的金融資產，其利息收入是採用實際利率法計算。金融資產（隨後出現信貸減值之金融資產（見下文）除外）之利息收入乃透過對金融資產之賬面總值應用實際利率計算。就隨後出現信貸減值之金融資產而言，利息收入乃透過對金融資產於下個報告期之攤銷成本應用實際利率予以確認。倘已予信貸減值之金融工具之信貸風險減低，即使有關金融資產不再出現信貸減值，則利息收入乃透過對金融資產於有關資產獲確定不再出現信貸減值後之報告期開始起之賬面總值應用實際利率予以確認。

(二) 以公平值計量並計入損益的金融資產

不符合按攤銷成本計量或以公平值計量並計入其他全面收益或指定為以公平值計量並計入其他全面收益標準的金融資產，是以公平值計量並計入損益。

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3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Classification and subsequent measurement of financial assets (upon application of HKFRS 9 in accordance with transitions in note 2) – continued

(ii) Financial assets at FVTPL - continued

Financial assets at FVTPL are measured at fair value at the end of each reporting period, with any fair value gains or losses recognised in income and expenditure statement. The net gain or loss recognised in income and expenditure statement excludes any dividend or interest earned on the financial asset and is included in the "other gains and losses" line item.

Impairment of financial assets (upon application of HKFRS 9 with transitions in accordance with note 2)

The Council recognises a loss allowance for ECL on financial assets which are subject to impairment under HKFRS 9 (including account receivables, advances to staffs, amount due from Consumer Legal Action Fund and bank balances). The amount of ECL is updated at each reporting date to reflect changes in credit risk since initial recognition.

Lifetime ECL represents the ECL that will result from all possible default events over the expected life of the relevant instrument. In contrast, 12m ECL represents the portion of lifetime ECL that is expected to result from default events that are possible within 12 months after the reporting date. Assessments are done based on the Council's historical credit loss experience, adjusted for factors that are specific to the debtors, general economic conditions and an assessment of both the current conditions at the reporting date as well as the forecast of future conditions.

The ECL on these assets are assessed collectively using a provision matrix with appropriate groupings.

For all other instruments, the Council measures the loss allowance equal to 12m ECL, unless when there has been a significant increase in credit risk since initial recognition, the Council recognises lifetime ECL. The assessment of whether lifetime ECL should be recognised is based on significant increases in the likelihood or risk of a default occurring since initial recognition.

(i) Significant increase in credit risk

In assessing whether the credit risk has increased significantly since initial recognition, the Council compares the risk of a default occurring on the financial instrument as at the reporting date with the risk of a default occurring on the financial instrument as at the date of initial recognition. In making this assessment, the Council considers both quantitative and qualitative information that is reasonable and supportable, including historical experience and forward-looking information that is available without undue cost or effort.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產的分類及其後計量 (根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號) - 續

(二) 以公平值計量並計入損益的金融資產 - 續

以公平值計量並計入損益的金融資產於每一個報告期末按公平值計量，任何公平值損益於收支結算表確認。於收支結算表確認的損益淨值不包括該金融資產所產生的任何股息或利息且納入「其他損益」行項目。

金融資產的減值 (根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號)

委員會就跟據《香港財務報告準則》第 9 號須作出減值的金融資產 (包括應收賬款、提供予員工的預支、消費者訴訟基金的應收款項及銀行結餘) 的預期信貸虧損作出撥備確認。預期信貸虧損的金額於每一個報告日期更新，以反映自首次確認後信貸風險的變化。

全期預期信貸虧損是指於相關工具的預計使用期內，所有可能的違約事件將會產生的預期信貸虧損。相反，12 個月預期信貸虧損是指預期於報告日期後 12 個月內可能發生的違約事件預期導致的部分全期預期信貸虧損。評估乃根據委員會的歷史信貸虧損經驗進行，並根據債務人特有的因素、一般經濟狀況以及對報告日期當前狀況的評估以及對未來狀況的預測作出調整。

該等資產的預期信貸虧損是按適當的分組然後作出整體性評估。

對於所有其他工具，委員會計量的虧損撥備等於 12 個月預期信貸虧損，除非自首次確認後信貸風險顯著上升，則委員會會以全期預期信貸虧損作出確認。評估是否確認全期預期信貸虧損是根據自首次確認以後發生違約的可能性或風險有否顯著上升。

(一) 信貸風險顯著上升

評估信貸風險自首次確認以來是否顯著上升時，委員會會就金融工具於報告日期發生違約的風險與金融工具於首次確認日期發生違約的風險作出比較。作出本評估時，委員會會考慮合理及有理據的定量及定性資料，包括過往經驗及以合理成本或努力可獲取的前瞻性資料。

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3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Impairment of financial assets (upon application of HKFRS 9 with transitions in accordance with note 2) - continued

(i) Significant increase in credit risk - continued

In particular, the following information is taken into account when assessing whether credit risk has increased significantly:

- an actual or expected significant deterioration in the financial instrument's external (if available) or internal credit rating;
- significant deterioration in external market indicators of credit risk, e.g. a significant increase in the credit spread, the credit default swap prices for the debtor;
- existing or forecast adverse changes in business, financial or economic conditions that are expected to cause a significant decrease in the debtor's ability to meet its debt obligations;
- an actual or expected significant deterioration in the operating results of the debtor;
- an actual or expected significant adverse change in the regulatory, economic, or technological environment of the debtor that results in a significant decrease in the debtor's ability to meet its debt obligations.

Irrespective of the outcome of the above assessment, the Council presumes that the credit risk has increased significantly since initial recognition when contractual payments are more than 30 days past due, unless the Council has reasonable and supportable information that demonstrates otherwise.

The Council regularly monitors the effectiveness of the criteria used to identify whether there has been a significant increase in credit risk and revises them as appropriate to ensure that the criteria are capable of identifying significant increase in credit risk before the amount becomes past due.

(ii) Definition of default

The Council considers an event of default occurs when information developed internally or obtained from external sources indicates that the debtor is unlikely to pay its creditors, including the Council, in full (without taking into account any collaterals held by the Council).

Irrespective of the above, the Council considers that default has occurred when a financial asset is more than 60 days past due unless the Council has reasonable and supportable information to demonstrate that a more lagging default criterion is more appropriate.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產的減值 (根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號) - 續

(一) 信貸風險顯著上升 - 續

具體而言，評估信貸風險是否顯著上升時會考慮以下資料：

- 金融工具的外部（如有）或內部信貸評級的實際或預期顯著惡化；
- 信貸風險的外部市場指標顯著惡化，例如債務人的信貸息差、信貸違約掉期價格顯著上升；
- 商業、財務或經濟情況於目前或預期有不利變動，預計將導致債務人償還債項的能力顯著下降；
- 債務人經營業績出現實際或預期的顯著惡化；
- 債務人的監管、經濟或技術環境出現實際或預期的重大不利變動，導致債務人償還債項的能力顯著下降。

不論上述評估結果如何，委員會均假設合約付款已逾期超過 30 日，則其信貸風險比較初步確認時已有顯著上升，除非委員會有合理及具支持性的資料說明其他情況。

委員會定期監督用於識別信貸風險是否顯著上升的準則的果效，並在適當的情況下作出修訂，以確保相關準則可在款項逾期之前識別其信貸風險已顯著上升。

(二) 違約的定義

委員會認為當內部編製或從外界所取得的資料顯示，債務人不大可能向其債權人，包括委員會作出悉數還款（未計及委員會持有的任何抵押品），即構成違約事件。

不論上述情況如何，委員會會把逾期超過 60 天的金融資產列作違約，除非委員會有合理且具支持性的資料證明及後的違約準則則更為合適。

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FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Impairment of financial assets (upon application of HKFRS 9 with transitions in accordance with note 2) - continued

(iii) Credit-impaired financial assets

A financial asset is credit-impaired when one or more events of default that have a detrimental impact on the estimated future cash flows of that financial asset have occurred. Evidence that a financial asset is credit-impaired includes observable data about the following events:

- (a) significant financial difficulty of the issuer or the borrower;
- (b) a breach of contract, such as a default or past due event;
- (c) the lender(s) of the borrower, for economic or contractual reasons relating to the borrower's financial difficulty, having granted to the borrower a concession(s) that the lender(s) would not otherwise consider; or
- (d) it is becoming probable that the borrower will enter bankruptcy or other financial reorganisation.

(iv) Write-off policy

The Council writes off a financial asset when there is information indicating that the counterparty is in severe financial difficulty and there is no realistic prospect of recovery, for example, when the counterparty has been placed under liquidation or has entered into bankruptcy proceedings, or when the amounts are over one year past due, whichever occurs sooner. Financial assets written off may still be subject to enforcement activities under the Council's recovery procedures, taking into account legal advice where appropriate. A write-off constitutes a derecognition event. Any subsequent recoveries are recognised in income and expenditure statement.

(v) Measurement and recognition of ECL

The measurement of ECL is a function of the probability of default, loss given default (i.e. the magnitude of the loss if there is a default) and the exposure at default. The assessment of the probability of default and loss given default is based on historical data adjusted by forward-looking information. Estimation of ECL reflects an unbiased and probability-weighted amount that is determined with the respective risks of default occurring as the weights.

Generally, the ECL is the difference between all contractual cash flows that are due to the Council in accordance with the contract and the cash flows that the Council expects to receive, discounted at the effective interest rate determined at initial recognition.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產的減值 (根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號) - 續

(三) 發生信貸減值的金融資產

若發生一項或多項對金融資產的估計未來現金流量造成不利影響的違約事件，則該金融資產會被作出信貸減值。金融資產出現信貸減值的證據包括下列事件的可觀察資料：

- (甲) 發行人或借款人出現重大財務困難；
- (乙) 違反合約，例如拖欠或逾期還款事件等；
- (丙) 由於與借方財務困難相關之經濟或合約原因，借方之貸方已向借方授出貸方概不考慮之特許權；或
- (丁) 借方可能進行破產程序或進行其他財務重組。

(四) 撇銷政策

當有資料顯示交易對手有嚴重財政困難及沒有實際可收回預期，例如，當交易對手被清盤或已進入破產程序時，或當金額逾期一年以上時（以較早者為準），委員會會將該金融資產撇銷。金融資產的撇銷仍會受委員會收回程序並考慮法律建議（如適用）之影響。撇銷構成終止確認事項，任何後續收回均於收支結算表中確認。

(五) 預期信貸虧損的計量及確認

預期信貸虧損的計量為違約概率、違約損失率（即違約時的損失程度）及違約風險承擔的函數。評估違約概率及違約損失率基於過往數據，並按前瞻性資料調整。預期信貸虧損的估計值反映以無偏頗及概率加權金額，並根據發生相關違約風險的加權數值而釐定。

一般而言，預期信貸虧損為根據合約應付委員會的所有合約現金流量與委員會預計收取的現金流量（以按初步確認時釐定的實際利率折現）之間的差額，按首次確認時釐定的實際利率貼現。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Impairment of financial assets (upon application of HKFRS 9 with transitions in accordance with note 2) – continued

(v) Measurement and recognition of ECL - continued

Where ECL is measured on a collective basis or cater for cases where evidence at the individual instrument level may not yet be available, the financial instruments are grouped on the collective basis:

- Nature of financial instruments (mainly the Council's accounts receivables, amount due from Consumer Legal Action Fund and bank balances and cash are each assessed individually);
- Past-due status;
- Nature, size and industry of debtors; and
- External credit ratings where available.

The Council's account receivables are regularly reviewed by management to ensure the constituents of each debtors continue to share similar credit risk characteristics.

Interest income is calculated based on the gross carrying amount of the financial asset unless the financial asset is credit impaired, in which case interest income is calculated based on amortised cost of the financial asset.

The Council recognises an impairment gain or loss in income and expenditure statement for all financial instruments by adjusting their carrying amount, with the exception of accounts receivables, where the corresponding adjustment is recognised through a loss allowance account.

Classification and subsequent measurement of financial assets (before application of HKFRS 9 on 1 April 2018)

Financial assets are classified into financial assets at amortised cost. The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition. All regular way purchases or sales of financial assets are recognised and derecognised on a trade date basis. Regular way purchases or sales are purchases or sales of financial assets that require delivery of assets within the time frame established by regulation or convention in the marketplace.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產的減值（根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號） - 續

(五) 預期信貸虧損的計量及確認 - 續

若預期信貸虧損按綜合基準計量以處理單個工具層面的證據尚無法獲得的情況，則按綜合基準給金融工具分組：

- 金融工具的性質（主要以應收賬款、消費者訴訟基金的應收款項及銀行結餘和現金作出單獨評估）；
- 逾期狀況；
- 債務人的性質、規模和行業；及
- 外部信貸評級（若可用）。

管理層定期檢討委員會的應收賬款，以確保各應收賬款的組成部分繼續具有類似的信貸風險特徵。

利息收入按金融資產賬面總值計算，除非金融資產出現信貸減值，在此情況下，利息收入按金融資產攤銷成本計算。

委員會透過調整所有金融工具的賬面值於收支結算表中確認減值收益或虧損，惟應收賬款虧損則透過撥備賬確認相應調整。

金融資產的分類及其後的計量（於二零一八年四月一日應用《香港財務報告準則》第 9 號前）

金融資產被分類為按攤銷成本計量的金融資產。此分類是按金融資產的性質及目的，在首次確認時決定。所有定期購買或出售之金融資產均在交易日被確認及終止確認。經常性購買或出售為須在市場規則或慣例所設定的時間範圍內交付購買或出售金融資產。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Impairment of financial assets (before application of HKFRS 9 on 1 April 2018)

Financial assets are assessed for indicators of impairment at the end of each reporting period. Financial assets are considered to be impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows of the financial assets have been affected.

Objective evidence of impairment could include:

- significant financial difficulty of the issuer or counterparty; or
- breach of contract, such as default or delinquency in interest and principal payments; or
- it becoming probable that the borrower will enter bankruptcy or financial re-organisation.

Objective evidence of impairment for a portfolio of receivables could include the Council's past experience of collecting payments, an increase in the number of delayed payments in the portfolio past the credit period, observable changes in national or local economic conditions that correlate with default on receivables.

For financial assets carried at amortised cost, the amount of the impairment loss recognised is the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the financial asset's original effective interest rate.

If, in a subsequent period, the amount of impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment losses was recognised, the previously recognised impairment loss is reversed through income and expenditure statement to the extent that the carrying amount of the asset at the date the impairment is reversed does not exceed what the amortised cost would have been had the impairment not been recognised.

Financial liabilities and equity instrument

Debt and equity instruments issued by the Council are classified as either financial liabilities or as equity in accordance with the substance of the contractual arrangements and the definitions of a financial liability and an equity instrument.

Financial liabilities at amortised cost

Financial liabilities including trade and other payables, subscriptions received in advance and subventions received in advance are subsequently measured at amortised cost, using the effective interest method.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產減值 (於二零一八年四月一日應用《香港財務報告準則》第9號前)

金融資產評估是在每個報告期末按減值指標進行。如有客觀證據顯示，在金融資產初步確認後發生一項或多項事件導致該金融資產的未來估計現金流量受到影響，該金融資產須予減值處理。

客觀證據顯示有減值必要的情形包括：

- 發行人或交易對手出現重大財務困難；或
- 違約行為，例如欠繳或拖欠利息及本金付款等；或
- 借款人可能面臨破產或財務重組。

應收款項組合減值的客觀證據包括委員會的過往收款經驗、組合中超逾信貸期的延遲付款次數增加、與應收款項違約相關的國家、地方經濟狀況的顯著變動。

以攤銷成本列賬的金融資產，確認的減值虧損金額為該資產賬面值與按金融資產原本實際利率貼現的未來估計現金流量之現值的差額。

如果在隨後的期間減值虧損金額降低，而有關降低可客觀地與確認減值虧損後發生之事件有關，則之前已確認之減值虧損可透過收支結算表撥回，惟該資產於撥回減值該日之賬面值不可超過減值尚未確認前原有之攤銷成本。

金融負債及股本工具

委員會發行的債務和股本工具是根據合約安排的性質及金融負債和股本工具之定義分類為金融負債或股本。

以攤銷成本計量的金融負債

金融負債包括貿易及其他應付款項、預收訂閱費用及預收撥款，採用實際利率法以攤銷成本計算。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Derecognition

The Council derecognises a financial asset only when the contractual rights to the cash flows from the asset expire, or when it transfers the financial asset and substantially all the risks and rewards of ownership of the asset to another entity.

On derecognition of a financial asset in its entirety, the difference between the asset's carrying amount and the sum of the consideration received and receivable is recognised in income and expenditure statement.

The Council derecognises financial liabilities when, and only when, the Council's obligations are discharged, cancelled or expired. The difference between the carrying amount of the financial liability derecognised and the consideration paid and payable is recognised in income and expenditure statement.

Impairment on tangible assets

At the end of the reporting period, the Council reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the relevant asset is estimated in order to determine the extent of the impairment loss, if any.

Recoverable amount is the higher of fair value less costs of disposal and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in the income and expenditure statement.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately in the income and expenditure statement.

3. 主要會計政策 - 續

金融工具 - 續

註銷

只有當委員會從資產獲得現金流的合約權利屆滿，或金融資產及其擁有權的幾乎全部風險及回報被轉讓予另一方時，該金融資產才會被註銷。

當金融資產全部被註銷時，該項資產的賬面值與已收和應收代價總額的差額會在收支結算表中確認。

當且僅當委員會責任被解除、取消或屆滿時，金融負債才會被註銷。已被註銷的金融負債的賬面值與已付和應付代價之間的差額會於收支結算表內確認。

有形資產之減值

委員會於報告期結束時審視有形資產之賬面值，以決定是否有任何跡象顯示該等資產已經出現減值虧損。如果存在該跡象，則對相關資產的可收回金額進行估計，從而確定減值虧損（如有）的程度。

可收回金額為公平值扣除出售成本所得金額與使用價值中的較高者。當評估使用價值時，會採用可反映當前市場評估時間價值及該資產在未經調整未來現金流之特定風險的稅前貼現率，將估計的未來現金流量貼現為現值。

如果資產的估計可收回金額少於賬面值，則資產的賬面值將減少至其可收回金額。減值虧損即時在收支結算表中予以確認。

若減值虧損隨後撥回，該資產的賬面值增加至其可收回金額之修訂估值，惟所增加之賬面值不得超過該資產於過往年度並無出現減值虧損而確認之賬面值。該撥回的減值虧損即時於收支結算表內確認。

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FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

3. SIGNIFICANT ACCOUNTING POLICIES - continued

Leasing

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee. All other leases are classified as operating leases.

The Council as lessee

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.

Leasehold land and building

When the Council makes payments for a property interest which includes both land and building elements, the Council assesses the classification of each element as a finance or an operating lease separately based on the assessment as to whether substantially all the risks and rewards incidental to ownership of each element have been transferred to the Council. The entire lease of the Council's land and building is classified as a finance lease and accounted for as property, plant and equipment.

Foreign currencies

In preparing the financial statements of the Council, transactions in currencies other than the functional currency (foreign currencies) are recognised at the rates of exchanges prevailing at the dates of the transactions. At the end of the reporting period, monetary items denominated in foreign currencies are retranslated at the rates prevailing at that date. Non-monetary items that are measured in terms of historical cost in a foreign currency are not retranslated.

Exchange differences on the settlement of monetary items and on retranslation of monetary items, are recognised in income and expenditure statement in the period in which they arise.

Borrowing costs

Borrowing costs directly attributable to the acquisition, construction or production of qualifying assets, which are assets that necessarily take a substantial period of time to get ready for their intended use or sale, are added to the cost of those assets until such time as the assets are substantially ready for their intended use or sale.

All other borrowing costs are recognised in the income and expenditure statement in the period in which they are incurred.

Retirement benefit costs

Payments to defined contribution retirement benefit plans are recognised as an expense when employees have rendered service entitling them to the contributions.

3. 主要會計政策 - 續

租賃

如租賃條款將擁有權的幾乎全部風險及回報轉讓予承租人，則租賃被歸類為融資租賃。所有其他租賃被歸類為營運租賃。

委員會作為承租人

營運租賃付款按直線法於有關租賃期內確認為開支。

租賃土地及樓宇

當委員會就包括土地及樓宇部分的物業權益作出付款，委員會會根據各部分擁有權附帶的幾乎全部風險及回報是否已轉讓予委員會來進行評定，並分別劃分為融資租賃或營運租賃。委員會的全部土地及樓宇租賃被歸類為融資租賃，並列作物業、機器及設備。

外幣

在編製委員會之財務報表時，以功能貨幣以外貨幣（外幣）進行之交易均按交易日期之適用匯率換算。於報告期完結時，以外幣計值之貨幣項目均以當日之現行匯率重新換算。按外幣過往成本計算之非貨幣項目則毋須重新換算。

結算貨幣項目及重新換算貨幣項目產生的匯兌差額均於該期間的收支結算表內確認。

貸款成本

於收購、建設或生產取得，而須較長時間準備作擬定用途或出售的資產，其直接借貸成本會計入有關資產成本內，直至有關資產大致可按其擬定用途使用或出售為止。

所有其他貸款成本於發生期間在收支結算表中確認。

退休福利費用

定額供款退休福利計劃支付的款項，在僱員提供服務並因此享有該供款的期間確認為開支。

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4. CAPITAL RISK MANAGEMENT

The Council is funded mainly by Government subventions. The Council members manage its funds to ensure that the Council will be able to continue as a going concern. The Council's overall strategy remains unchanged from prior year.

4. 資本風險管理

委員會的經費主要來自政府撥款。委員會委員管理該筆資金，以確保委員會能持續營運。委員會之整體策略與去年相同。

5. NON-RECURRENT PROJECTS SUBVENTIONS

5. 非經常性項目撥款

		2019 二零一九年 HK\$ 港元	2018 二零一八年 HK\$ 港元
Revamp and develop the signature monthly CHOICE magazine	改進和發展具代表性的《選擇》月刊	2,702,918	-
Consumer protection studies	保障消費者權益研究	1,740,570	4,623,262
Development and enhancement of information systems	開發和優化信息系統	1,536,660	1,512,008
Renovation and refurbishment project	各項裝修與翻新項目	1,388,070	81,864
Auto-fuel market study	車用燃油市場研究	1,247,786	1,084,036
ECF Earth 2038's learning journey of sustainable consumption	自然環保基金 2038 地球人計劃之可持續消費之旅	640,299	-
Accomplishing server virtualisation	伺服器虛擬化	504,487	558,247
Upgrading of network infrastructure	提升網絡基礎設施	353,712	343,200
Enhancing training programme	加強培訓項目	35,130	147,870
Proper debt management by young consumers	年輕消費者適當的債務管理	-	1,007,052
Time-limited posts	有時限職位	-	643,413
Other projects	其他項目	190,600	92,678
		<u>10,340,232</u>	<u>10,093,630</u>

6. SALES OF CHOICE MAGAZINE

Income from sale of CHOICE magazine is recognised at a point in time when the magazine is delivered to the customer, after deduction of printing, artwork, postage and promotion cost amounts to HK\$282,541 (2018: HK\$345,032).

6. 銷售《選擇》月刊

《選擇》月刊之銷售收入為 282,541 港元（二零一八年：345,032 港元），在扣除印刷、版面設計、郵遞及推廣費用後，於雜誌交付予客戶之某個時間點確認。

7. STAFF COSTS

Staff costs include an amount of HK\$7,137,435 (2018: HK\$6,650,529) in respect of contributions to retirement benefits scheme.

7. 員工成本

員工成本包括 7,137,435 港元（二零一八年：6,650,529 港元）的退休福利計劃供款。

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8. NON-RECURRENT PROJECTS EXPENSES

8. 非經常性項目支出

		2019 二零一九年 HK\$ 港元	2018 二零一八年 HK\$ 港元
Revamp and develop the signature monthly CHOICE magazine	改進和發展具代表性的《選擇》月刊	2,702,918	-
Consumer protection studies	保障消費者權益研究	1,740,570	4,623,262
Auto-fuel market study	車用燃油市場研究	1,247,787	1,084,036
Renovation and refurbishment project	各項裝修與翻新項目	989,898	-
ECF Earth 2038's learning journey of sustainable consumption	自然環保基金 2038 地球人計劃之可持續消費之旅	640,299	-
Development and enhancement of information systems	開發和優化信息系統	239,066	64,970
Accomplishing server virtualisation	伺服器虛擬化	189,162	407,028
Enhancing training programme	加強培訓項目	35,130	147,870
Proper debt management by young consumers	年輕消費者適當的債務管理	-	1,007,052
Time-limited posts	有時限職位	-	643,413
Upgrading and replacement of e-mail and storage system and internet security system	提升和更換電郵和存儲系統以及互聯網安全系統	-	183,301
Other projects	其他項目	96,579	8,095
		<u>7,881,409</u>	<u>8,169,027</u>

9. PROPERTY, PLANT AND EQUIPMENT

9. 物業、機器及設備

		Leasehold land and buildings in Hong Kong under long-term lease 於香港長期租賃的租賃土地及樓宇 HK\$ 港元	Leasehold improvement 租賃物業裝修 HK\$ 港元	Office equipment 辦公室設備 HK\$ 港元	Information systems and computer equipment 信息系統及電腦設備 HK\$ 港元	Furniture and fixtures 傢俬及裝置 HK\$ 港元	Motor vehicle 機動車輛 HK\$ 港元	Information systems upgrade in progress 進行中的信息系統升級 HK\$ 港元	Renovation in progress 進行中的裝修 HK\$ 港元	Total 合計 HK\$ 港元
COST	成本									
At 1 April 2017	於二零一七年四月一日	62,638,435	8,603,318	2,292,369	18,065,807	1,025,828	247,291	-	-	92,873,048
Additions	添置	-	-	65,680	1,726,850	-	-	973,394	-	2,765,924
Written-off	撇銷	-	-	(516,055)	(53,350)	(122,613)	-	-	-	(692,018)
At 31 March 2018	於二零一八年三月三十一日	62,638,435	8,603,318	1,841,994	19,739,307	903,215	247,291	973,394	-	94,946,954
Additions	添置	-	5,077,259	843,779	1,030,394	-	-	1,878,284	132,276	8,961,992
Written-off	撇銷	-	-	(1,153,228)	(3,507,133)	(245,850)	-	-	-	(4,906,211)
At 31 March 2019	於二零一九年三月三十一日	<u>62,638,435</u>	<u>13,680,577</u>	<u>1,532,545</u>	<u>17,262,568</u>	<u>657,365</u>	<u>247,291</u>	<u>2,851,678</u>	<u>132,276</u>	<u>99,002,735</u>
DEPRECIATION	折舊									
At 1 April 2017	於二零一七年四月一日	14,443,358	8,239,634	2,106,139	13,561,162	1,009,745	247,291	-	-	39,607,329
Charge for the year	本年度支出	875,973	195,563	68,643	2,393,971	16,083	-	-	-	3,550,233
Eliminated on written-off	撇銷時抵銷	-	-	(516,055)	(53,350)	(122,613)	-	-	-	(692,018)
At 31 March 2018	於二零一八年三月三十一日	15,319,331	8,435,197	1,658,727	15,901,783	903,215	247,291	-	-	42,465,544
Charge for the year	本年度支出	875,972	148,800	124,831	2,617,904	-	-	-	-	3,767,507
Eliminated on written-off	撇銷時抵銷	-	-	(1,153,228)	(3,507,133)	(245,850)	-	-	-	(4,906,211)
At 31 March 2019	於二零一九年三月三十一日	<u>16,195,303</u>	<u>8,583,997</u>	<u>630,330</u>	<u>15,012,554</u>	<u>657,365</u>	<u>247,291</u>	<u>-</u>	<u>-</u>	<u>41,326,840</u>
CARRYING VALUES	賬面值									
At 31 March 2019	於二零一九年三月三十一日	<u>46,443,132</u>	<u>5,096,580</u>	<u>902,215</u>	<u>2,250,014</u>	<u>-</u>	<u>-</u>	<u>2,851,678</u>	<u>132,276</u>	<u>57,675,895</u>
At 31 March 2018	於二零一八年三月三十一日	<u>47,319,104</u>	<u>168,121</u>	<u>183,267</u>	<u>3,837,524</u>	<u>-</u>	<u>-</u>	<u>973,394</u>	<u>-</u>	<u>52,481,410</u>

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9. PROPERTY, PLANT AND EQUIPMENT - contined

The above items of property, plant and equipment (other than information system and renovation upgrade in progress) are depreciated on a straight-line basis at the following rates per annum:

Leasehold land	Over the remaining term of the leases
Buildings	Over the shorter of their useful lives or the remaining term of the lease of land
Leasehold improvement	20%
Office equipment	33.33%
Computer equipment	33.33%
Furniture and fixtures	33.33%
Motor vehicle	33.33%

Leasehold properties with carrying value of HK\$12,588,174 (2018: HK\$12,700,019) are under mortgage to secure the bank loan of the Council. All the leasehold properties are under second mortgage in favour of the Government.

10. OTHER FINANCIAL ASSETS

Other financial assets included account receivables, advances to staffs and amount due from Consumer Legal Action Fund. The amounts are unsecured and interest-free. Except for the advances to staffs which will be settled by three (2018: three to six) monthly instalments, other amounts are repayable on demand. The Council assessed the ECL of such balances and considered the relevant ECL is insignificant.

11. BANK BALANCES AND CASH

Bank balances and cash comprise cash and short-term deposits with an original maturity of three months or less and time deposits of HK\$20,387,548 (2018: HK\$36,854,579) with an original maturity over three months. Bank balances and time deposits carry interests at market rates which ranged from 0.001% to 2.55% (2018: 0.001% to 1.79%) per annum.

12. ACCOUNT PAYABLES AND ACCRUED EXPENSES

Account payables are unsecured, interest-free and repayable according to the respective credit terms. The Council has financial risk management policies in place to ensure that all payables are paid within the credit timeframe.

9. 物業、機器及設備 - 續

上述物業、機器及設備（除進行中的信息系統及裝修升級外）按以下年率以直線法進行折舊：

租賃土地	按租約之剩餘期限
樓宇	按其可使用期限或土地租賃之剩餘年期（以時間較短者計算）
租賃物業裝修	20%
辦公室設備	33.33%
電腦設備	33.33%
傢俬及裝置	33.33%
機動車輛	33.33%

賬面值為 12,588,174 港元（二零一八年：12,700,019 港元）的租賃物業已抵押，作為委員會銀行貸款的擔保。所有該等租賃物業均以政府為受益人作出第二次抵押。

10. 其他金融資產

其他金融資產包括應收賬款、向員工提供的預支以及消費者訴訟基金的應收款項。該等款項不設抵押及不計利息。除向員工提供的預支將會以三期（二零一八年：三到六期）按月攤還外，其他款項皆為按要求即時索還。委員會對該等結餘的預期信貸虧損進行了評估，認為相關預期信貸虧損並不重大。

11. 銀行結餘及現金

銀行結餘及現金包括現金及原定到期日為三個月或以內之短期存款，以及原定到期日超過三個月之定期存款 20,387,548 港元（二零一八年：36,854,579 港元）。銀行結餘及定期存款的利息根據每年 0.001% 至 2.55% 之間（二零一八年：0.001% 至 1.79%）的市場利率計算。

12. 應付賬款及應計費用

應付賬款不設抵押，不計財務利息且須根據各自信貸條款予以償還。委員會設有適當的金融風險管理政策，以確保應付款項在信貸期限內可全數支付。

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13. SECURED BANK BORROWING

13. 有抵押銀行貸款

		2019 二零一九年 HK\$ 港元	2018 二零一八年 HK\$ 港元
Carrying amount repayable:	應償還賬面金額：		
On demand or within one year	按要求即付或一年內	286,201	375,510
More than one year, but not exceeding two years	一年以上但不超過兩年	-	283,867
		<u>286,201</u>	<u>659,377</u>
Less: Amounts due within one year shown under current liabilities	減：一年內應付的流動負債	(286,201)	(375,510)
		<u>-</u>	<u>283,867</u>

The loan which is secured by the Council's properties with carrying value of HK\$12,588,174 (2018: HK\$12,700,019) bears interest at the lower of prime rate or 0.75% over the Hong Kong Interbank Offered Rate and will be repayable by monthly instalments, the last of which falls due in December 2019. The proceeds were used to finance the acquisition of a leasehold property.

委員會以物業抵押所獲的貸款賬面值為12,588,174 港元 (二零一八年：12,700,019 港元)，該貸款按最優惠利率或香港銀行同業拆出利率上浮 0.75% 的較低者利率計息，按月分期償還，最後一期於二零一九年十二月到期。所得收益用於購置一項租賃物業。

14. SUBVENTIONS RECEIVED IN ADVANCE

14. 預收撥款

Subventions unexpended at the end of the reporting period:

在本報告期結束時未有動用之撥款：

		2019 二零一九年 HK\$ 港元	2018 二零一八年 HK\$ 港元
Renovation & refurbishment projects	各項裝修與翻新項目	12,415,942	2,352,222
Development and enhancement of information systems	開發和優化信息系統	5,903,470	4,982,019
Auto-fuel market study	車用燃油市場研究	2,275,204	2,349,632
Application systems of sustainable development of CHOICE magazine	《選擇》月刊未來發展計劃	924,082	-
Environmental responsibility	環境責任	685,174	685,174
Accomplishing server virtualisation	伺服器虛擬化	498,766	1,003,253
Strengthening consumer protection for Mainland visitors	加強對內地訪客的消費者權益保護	484,043	484,043
Mobile site for the Online Price Watch	網上價格一覽通移動網站	380,000	-
Consumer protection studies	保障消費者權益研究	362,935	2,103,505
Grocery market study	雜貨市場研究	313,184	313,184
Enhancing training programme	加強培訓項目	289,748	324,878
Promotion of new legislation	新法例之推廣	233,470	233,470
Upgrading of network infrastructure	提升網絡基礎設施	159,272	512,983
Other projects	其他項目	380,875	259,566
		<u>25,306,165</u>	<u>15,603,929</u>

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15. LEASEHOLD PROPERTY CONTROL ACCOUNT

The amount arises from capital contribution by the Government for the acquisition of leasehold properties and appropriation from general fund for subsequent purchase of capital assets reduced by depreciation of the related assets.

16. EQUIPMENT CONTROL ACCOUNT

The amount was appropriated from general fund in previous years for the acquisition of office equipment, computer equipment and furniture and fixtures and is reduced by depreciation of the related assets.

17. DESIGNATED FUND FOR APPROVED PROJECTS

The amount represents funds for current projects appropriated for the below designated activities not yet incurred by the end of the reporting period:

Online CHOICE operation reserve	網上《選擇》月刊營運儲備
Office equipment and maintenance	辦事處設備及維修
Testing and research	測試和研究

15. 租賃物業統制賬項

該款項來自於用於購置租賃物業的政府認繳資本及隨後購置資本資產的從一般基金的撥款，減去相關資產的折舊。

16. 設備統制賬項

該款項由往年一般資金中撥出，用於購置辦公室設備、電腦設備、傢俬及裝置，並減去相關資產之折舊。

17. 核准項目之指定基金

於報告期完結時，現有項目為以下指定活動已撥付而未動用的資金：

2019 二零一九年	2018 二零一八年
HK\$	HK\$
港元	港元
2,637,344	2,637,344
249,026	249,026
2,080,584	876,590
<u>4,966,954</u>	<u>3,762,960</u>

18. CAPITAL COMMITMENTS

Capital expenditure in respect of renovation and acquisition of plant and equipment contracted for but not provided in the financial statements	有關裝修及購買機器和設備已訂約但未在財務報表作出撥備之資本開支
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2019 二零一九年	2018 二零一八年
HK\$	HK\$
港元	港元
13,378,345	8,303,585

18. 資本承擔

19. FINANCIAL INSTRUMENTS

a. Categories of financial instruments

Financial assets

Loans and receivables (including cash and cash equivalents)
Amortised cost

金融資產

貸款及應收賬款（包括現金及現金等值項目）
攤銷成本

Financial liabilities

Financial liabilities at amortised cost

金融負債

以攤銷成本列賬的金融負債

19. 金融工具

甲. 金融工具類別

2019 二零一九年	2018 二零一八年
HK\$	HK\$
港元	港元
-	48,737,031
49,371,909	-
<u>3,101,718</u>	<u>3,910,366</u>

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19. FINANCIAL INSTRUMENTS - continued

b. Financial risk management objectives and policies

The Council's major financial instruments include account receivables, advances to staffs, amount due from Consumer Legal Action Fund, bank balances and cash, account payables and secured bank borrowing. Details of these financial instruments are disclosed in respective notes. The risks associated with these financial instruments and the policies on how to mitigate these risks are set out below. The Council's members manage and monitor these exposures to ensure appropriate measures are implemented on a timely and effective manner.

Credit risk and impairment assessment

As at 31 March 2019 and 2018, the Council's maximum exposure to credit risk which will cause a financial loss to the Council due to failure to discharge an obligation by the counterparties arises from the carrying amount of the respective recognised financial assets as stated in the statement of financial position.

In order to minimise the credit risk, the Council reviews the recoverable amount of each individual receivable items at the end of the reporting period to ensure that adequate impairment losses are made for irrecoverable amounts. In addition, the Council performs impairment assessment under ECL model upon application of HKFRS 9 (2018: incurred loss model) on receivable balances based on provision matrix. In this regard, the members of the Council consider that the Council's credit risk is significantly reduced.

For the advances to staffs and amount due from Consumer Legal Action Fund, the ECL is insignificant as the Council had not encountered any difficulties in collecting from the debtors in the past and is not aware of any financial difficulties being experienced by these debtors.

The credit risk on bank balances are limited because the counterparties are banks with high credit ratings assigned by international credit-rating agencies.

Market risk

Foreign currency risk management

Certain transactions of the Council are denominated in currencies set out below which are different from the functional currency of the Council, i.e. Hong Kong dollars, and therefore the Council is exposed to foreign currency risk. The carrying amounts of the Council's foreign currency denominated monetary assets and liabilities at the end of the reporting period are as follows:

19. 金融工具 - 續

乙. 金融風險管理目標及政策

委員會的主要金融工具包括應收賬款、向員工提供的預支、消費者訴訟基金的應收款項、銀行結餘及現金、應付賬款及有抵押銀行貸款。該等金融工具的詳情於相應附註中予以披露。與該等金融工具相關的風險及如何緩解該等風險的政策載於下文。委員會會管理並監督該等風險，以確保及時及有效地採取適當措施。

信貸風險及減值評估

於二零一九年及二零一八年三月三十一日，委員會的最大信貸風險（由於對方未能清償債務將對基金造成財務損失）源自於財務狀況表呈列的相應已確認金融資產的賬面值。

為了最大程度地降低信貸風險，委員會於報告期末檢視各項應收款項項目的可回收金額，以確保為不可回收金額作出足夠減值虧損。此外，委員會在應用《香港財務報告準則》第9號後依據預期信貸虧損模式（二零一八年：已發生損失模式）對應收結餘單個進行減值評估。就此而言，委員會的委員認為基金的信貸風險大大降低。

由於委員會過去向債務人收賬時未曾遇到任何困難，且並無意識到該等債務人出現任何財務困難，因此，向員工提供的預支及消費者訴訟基金的應收款項的預期信貸虧損有限。

由於對方為獲國際信貸評級機構給予較高信貸評級的銀行，因此，銀行結餘的信貸風險有限。

市場風險

外幣風險管理

委員會的某些交易是以下列貨幣計值，由於這些貨幣並非委員會的功能貨幣-港幣，所以委員會會面對外幣風險。在報告期完結時，委員會以外幣計值的貨幣資產及負債之賬面值如下：

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

19. FINANCIAL INSTRUMENTS - continued

b. Financial risk management objectives and policies - continued

Market risk - continued

Foreign currency risk management - continued

19. 金融工具 - 續

乙. 金融風險管理目標及政策 - 續

市場風險 - 續

外幣風險管理 - 續

		Assets 資產		Liabilities 負債	
		2019 二零一九年	2018 二零一八年	2019 二零一九年	2018 二零一八年
		HK\$ 港元	HK\$ 港元	HK\$ 港元	HK\$ 港元
United States dollars	美元	16,020	94,395	-	-
Euro	歐元	-	-	9,731	227,820
British Pound	英鎊	-	-	-	452,048

The following table indicates the approximate change in the Council's income and expenditure statement in response to reasonably possible changes in the foreign exchange rates to which the Council may have exposure at the end of the reporting period.

下表顯示委員會在報告期結束時，因外幣匯率的合理可能變化下，而產生的收支結算表變動情況。

		2019 二零一九年		2018 二零一八年	
		Increase (decrease) in foreign exchange rates 外幣匯率 上升(下降)	Effect on income (expenditure) 對收入(支出) 之影響	Increase (decrease) in foreign exchange rates 外幣匯率 上升(下降)	Effect on income (expenditure) 對收入(支 出) 之影響
			HK\$ 港元		HK\$ 港元
United States dollars	美元	3%	481	3%	2,832
		(3%)	(481)	(3%)	(2,832)
Euro	歐元	10%	(973)	10%	(22,782)
		(10%)	973	(10%)	22,782
British Pound	英鎊	10%	-	10%	(45,205)
		(10%)	-	(10%)	45,205

In the opinion of the Council's members, the sensitivity analysis is unrepresentative of the inherent foreign exchange risk as the year end exposure does not reflect the exposure during the year.

委員會委員認為，由於年度結束時所面臨之風險並不反映全年的風險狀況，因此敏感度分析不能代表外匯之固有風險。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

19. FINANCIAL INSTRUMENTS - continued

b. Financial risk management objectives and policies - continued

Interest rate risk

The Council's income and operating cash flows are substantially independent of changes in market interest rates. The Council's exposure to changes in interest rates is mainly attributable to its secured bank borrowing which bears interest at variable rates. The Council has a policy to place surplus funds with creditable financial institutions which offer the best rate on a short-term basis to facilitate the bank loan interest payment. The Council's members continuously monitor the cash flow interest rate risk.

Liquidity risk

The Council is dependent on the government subventions. The Council's members consider that the Council is exposed to minimal liquidity risk as the Government would provide subvention for the Council based on budgets prepared by the Council annually. The Council's members also closely monitor the Council's cash flow position.

Bank balances comprise of short-term deposits with an original maturity of three months or less and time deposits with an original maturity over three months.

Liquidity and interest rate table

The following tables detail the Council's remaining contractual maturity for its non-derivative financial liabilities. The tables have been drawn up based on the undiscounted cash flows of financial liabilities based on the earliest date on which the Council can be required to pay.

		Weighted average effective interest rate 加權平均 實際利率 %	6 months	6 – 12	1 – 5 years	Total	Carrying amounts 賬面 金額 HK\$
			or less 六個月 或以下 HK\$ 港元	months 六至十二 個月 HK\$ 港元	months 一至 五年 HK\$ 港元	undiscounted cash flows 未貼現現金 流量總額 HK\$ 港元	
2019	二零一九年						
Account payables	應付賬款	-	2,815,517	-	-	2,815,517	2,815,517
Secured bank borrowing	有抵押銀行貸款	2.41	192,000	97,091	-	289,091	286,201
			<u>3,007,517</u>	<u>97,091</u>	<u>-</u>	<u>3,104,608</u>	<u>3,101,718</u>
		Weighted average effective interest rate 加權平均 實際利率 %	6 months	6 – 12	1 – 5 years	Total	Carrying
			or less 六個月 或以下 HK\$ 港元	months 六至十二 個月 HK\$ 港元	months 一至 五年 HK\$ 港元	undiscounted cash flows 未貼現現金 流量總額 HK\$ 港元	amounts 賬面 金額 HK\$ 港元
2018	二零一八年						
Account payables	應付賬款	-	3,250,989	-	-	3,250,989	3,250,989
Secured bank borrowing	有抵押銀行貸款	1.74	192,000	192,000	285,917	669,917	659,377
			<u>3,442,989</u>	<u>192,000</u>	<u>285,917</u>	<u>3,920,906</u>	<u>3,910,366</u>

19. 金融工具 - 續

乙. 金融風險管理目標及政策 - 續

利率風險

委員會的收入及營運現金流量基本上不受市場利率變動影響。委員會所面對的利率變動風險主要來自其浮息有擔保銀行貸款。委員會的政策是將剩餘資金短期存放於可為委員會提供最佳利率的可靠金融機構，以償還銀行貸款利息付款。而委員會委員亦會持續監控現金流量的利率風險。

流動資金風險

委員會營運是依靠政府撥款。由於政府會根據委員會每年編製的預算撥款，因此，委員會委員認為委員會所面臨的流動資金風險已降至最低。委員會委員亦密切監控其現金流量狀況。

銀行結餘包括原定到期日為三個月或以內的短期存款，以及原定到期日超過三個月之定期存款。

流動性及利率表

下列表格詳細列出了委員會非衍生金融負債的剩餘合約期限。該等表格乃根據於委員會可能被要求付款之最早日期之金融負債未貼現現金流量編製。

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FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

19. FINANCIAL INSTRUMENTS - continued

c. Fair value measurements of financial instruments

The fair values of financial assets and financial liabilities are determined in accordance with generally accepted pricing models based on discounted cash flow analysis.

The Council's members consider that the carrying values of financial assets and financial liabilities recorded at amortised cost in the financial statements approximate their fair values.

20. OPERATING LEASE COMMITMENTS

At the end of the reporting period, the Council had commitments for future minimum lease payments under non-cancellable operating leases in respect of rented premises and office equipments which fall due within one year amounting to HK\$1,780,454 and HK\$935,180 for two to five years (2018: HK\$1,345,771 and HK\$1,734,404 respectively).

Leases are negotiated for a term ranging from one to five years, with fixed rental over the terms of the leases.

21. RECONCILIATION OF LIABILITIES ARISING FROM FINANCING ACTIVITIES

The table below details changes in the Council's liabilities from financing activities, including both cash and non-cash changes. Liabilities arising from financing activities are those for which cash flows were, or future cash flows will be, classified in the Council's statement of cash flows from financing activities.

19. 金融工具 - 續

丙. 金融工具的公平值計量

金融資產及金融負債之公平價值乃根據公認定價模式，按照貼現現金流量分析而確定。

委員會委員認為，在財務報表中按攤銷成本記錄的金融資產及金融負債之賬面值與其公平值相若。

20. 營運租賃承擔

於報告期結束時，委員會在不可撤銷的營運租約下，於未來一年內及二至五年，就租用物業和辦公室設備承擔的未來最低租賃付款額分別為 1,780,454 港元及 935,180 港元（二零一八年：1,345,771 港元及 1,734,404 港元）。

租賃之協定期限為一至五年，且租賃期間的租金為固定租金。

21. 融資活動所產生負債之對賬

下表為委員會由融資活動所產生負債之變動詳情，包括現金及非現金變動。融資活動所產生負債乃為現金流量或將來現金流量於委員會現金流量表分類為來自融資活動產生的現金流量之負債。

		Secured bank borrowing 有抵押銀行貸款	Subventions received in advance 預收撥款	Total 合計
		HK\$ 港元	HK\$ 港元	HK\$ 港元
		(Note 13) (附註 13)	(Note 14) (附註 14)	
At 1 April 2017	於二零一七年四月一日	1,031,630	21,561,081	22,592,711
Financing cash flows	融資現金流量	(372,253)	(4,032,804)	(4,405,057)
Subventions utilisation on property, plant and equipment	物業、機器及設備之撥款使用	-	(1,924,348)	(1,924,348)
At 31 March 2018	於二零一八年三月三十一日	659,377	15,603,929	16,263,306
Financing cash flows	融資現金流量	(373,176)	12,161,060	11,787,884
Subventions utilisation on property, plant and equipment	物業、機器及設備之撥款使用	-	(2,458,824)	(2,458,824)
At 31 March 2019	於二零一九年三月三十一日	286,201	25,306,165	25,592,366

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

22. RELATED PARTY TRANSACTION

The Council recharged a fee of HK\$1,181,698 (2018: HK\$1,393,000) for administrative service and office support (comprising salary costs and attributable overhead) provided to the Consumer Legal Action Fund (the "Funds") during the year. The recharge is in accordance with the provision of the Trust Deed governing the Funds and approved by both the Council and the Board of Administrators of the Funds.

22. 關聯方交易

委員會於年內收取 1,181,698 港元（二零一八年：1,393,000 港元），作為本年度向消費者訴訟基金（「基金」）提供管理服務和辦公室支援（包括薪金支出及相關開銷）的費用。該收費符合管限基金之信託契據中的條款規定，並經委員會與消費者訴訟基金執行委員會批核。

Product Testing, Market Survey and Study Reports

產品試驗、市場調查及研究報告

1 ELECTRICAL & ELECTRONIC GOODS 電氣及電子產品

類別

• Air Conditioners 冷氣機	T
• Air Purifiers 空氣清新機	T
• Bluetooth Speakers 藍牙揚聲器	T
• Bookshelf Speakers 小型揚聲器	T
• Connected Smart Home 智能家居	I
• Electric Storage Water Heaters 儲水式電熱水爐	T
• Espresso Makers 特濃咖啡機	T
• Headphones 耳筒 * ^[1]	T
• Multi-function Hot Plates 多功能電熱盤	T
• Smartphones 智能手機 (3 updates, total 79 models) (出版3次, 共79個型號) * ^[3]	T
• Smartwatches and Fitness Trackers 智能手錶及運動手環 * ^[1]	T
• Soundbars 整合式揚聲器	T
• Tablets 平板電腦 (2 updates, total 14 models) (出版2次, 共14個型號) * ^[1]	T
• The Third Phase of Mandatory Energy Efficiency Labelling Scheme 第三階段強制性能源標籤	I
• USB Travel Adaptors 旅遊萬能蘇兼USB充電器 * ^[1]	T
• Wi-Fi Routers Wi-Fi路由器	T

2 PHOTOGRAPHIC EQUIPMENT & SOFTWARE 攝影器材及軟件

• Internet Security Software for Computers 電腦保安軟件	T
• Mobile Security Apps 手機保安應用程式	T
• Omnidirectional Camera 360度全景相機 * ^[1]	T
• VPN Services 虛擬私人網絡服務	T

3 FOOD & HEALTH FOOD PRODUCTS 食物及健康食品

• Bread 麵包	T
• Butter and Margarine 牛油及人造牛油	T
• Cookies and Sweet Pastries 曲奇、蝴蝶酥、蛋卷	T
• Different Types of Tofu 豆腐分類	I
• Honey 蜂蜜	T
• Nutrition Values of Tofu 豆腐營養	T
• Organic Snacks 有機零食	S
• Plant Sterol and Stanol Margarine 功能性牛油	I
• Pre-packaged Chinese Herbal Products for Menstrual Symptoms 中藥調經內服產品	I
• Tea-based Beverages 茶類飲品	T
• Vitamins 維他命	S

T: Test 試驗 · S: Market Survey 市場調查 · I: Research Report 研究報告

* Published in Choice magazine and subsequently on Shoppmart website 刊載於《選擇》月刊及「精明消費香港遊」網站

[] Number of times reports of this topic published on Shoppmart website 括弧內數字為「精明消費香港遊」網站刊登的次數

4 HEALTH, BEAUTY & PERSONAL CARE PRODUCTS 保健、美容及個人護理用品

	類別
• Anti-cellulite Creams 抗橙皮紋乳霜	I
• Baby Feeding Bottles and Bottle Teats 奶樽及奶嘴	T
• Coeliac Diseases 乳糜瀉症	I
• Disposable Menstrual Pads 衛生巾	T
• Dust Mite Removal 除塵蟎方法	I
• Electronic Cigarettes and Heat-not-burn Tobacco Products 電子煙及加熱煙	I
• Essential Oils 香薰油	T
• Facial Cleansers 潔面產品	T
• Facial Exfoliating and Peeling Products 磨砂及面部去角質護膚品	S
• Perfumes and Fragrances 香水	T
• Wart Removal 脫疣	I

5 HOUSEHOLD PRODUCTS 家庭用品

• Chef's Knives 廚師刀	T
• Cot Mattresses 嬰兒床床褥	T
• Mattresses (Single Size) 單人床褥	T
• Non-Stick Frying Pans 易潔鑊	T
• Pushchairs 嬰兒手推車 ^{*[1]}	T
• School Uniforms 校服	T
• Textile Products for Infants and Children 嬰幼兒紡織品	I
• Toilet Rolls 廁紙	T
• UV Protection Arm Sleeves 防紫外線手袖	T

6 AUTOMOBILE & CYCLING PRODUCTS 汽車及單車用品

• Bicycle Helmets 單車頭盔 ^{*[1]}	T
• Cars (Comprehensive Testing) 汽車全面測試	T

T : Test 試驗, S : Market Survey 市場調查, I : Research Report 研究報告

* Published in Choice magazine and subsequently on Shopsmart website 刊載於《選擇》月刊及「精明消費香港遊」網站

[] Number of times reports of this topic published on Shopsmart website 括弧內數字為「精明消費香港遊」網站刊登的次數

Surveys and Service Study Reports

調查及服務研究報告

Market Surveys / Price Surveys 市場調查 / 價格調查

- Airfare Comparison Website 機票格價網
- Airline Overbooking Policies 航空公司超賣機票政策
- Annual Supermarket Price Survey 年度超市價格調查
- Cataract Surgery Services 白內障手術服務
- Children Swimming Classes 兒童游泳班
- Credit Card Cash Rebates 信用卡現金回贈
- Data Roaming Plans 數據漫遊計劃
- Domestic Helper Insurance Plans 家傭保險計劃
- Escort and Transport Services for Elderly 長者陪診服務及接載服務
- Golfer Insurance Plans 高爾夫保險計劃
- Hearing Aids Prescription and After-sales Services 助聽器驗配與售後服務
- Home Care Services 上門護理服務
- Home Insurance 家居保險
- Infant Milk Powder Price Surveys 嬰幼兒奶粉價格調查
- Monthly Stocks Savings Plans 月供股票計劃
- Online Price Watch 網上價格一覽通
- Textbook Expenditure Survey 教科書購書費調查
- Textbook Price Survey 教科書價格調查
- Textbook Revision Survey 教科書改版調查
- Ticket Reselling Platforms 門票轉售平台
- Travel Insurance Claims 旅遊保險與索償
- Vending Machine Services 自動售賣機服務

In-depth Studies 深入研究

- Building Inspection Services 驗樓服務
- Cruise Holidays 遊輪假期
- Personal Credit Rating 個人信貸評級

Trade Practices In-depth Studies and Consultation Papers Responded To by the Council

營商手法深入研究及諮詢文件回應

In-depth Studies on Trade Practices

營商手法深入研究

- A Report to Advocate Mandatory Cooling-off Period in Hong Kong
倡議設立強制性冷靜期的研究報告
(19 April 2018)
- Are Students Protected? An In-depth Look Into Overseas Education Advisory Services
學生有保障? 細看海外教育諮詢服務
(27 June 2018)
- Risk or Opportunity – A Study on Building an Age-friendly Consumption Environment
風險或機遇 – 共建長者友善消費環境的研究
(4 October 2018)

Response to Consultation from the Government & Other Public Bodies by the Council

諮詢文件回應

- Chinese Medicine Division of the Department of Health – Amendment of the definition of "proprietary Chinese medicine" under "Chinese Medicine Ordinance" (Cap. 549)
衛生署中醫藥事務部 – 修訂《中醫藥條例》(第549章)「中成藥」定義的建議
(25 May 2018)
- Submissions to the Consultation Paper on Periodical Payments for Future Pecuniary Loss in Personal Injury Cases
就《人身傷害個案按期支付未來金錢損失賠款》諮詢文件提交的意見
(10 September 2018)
- Submission – Consultation Exercise: Proposed Arrangement with the Mainland on Reciprocal Recognition and Enforcement of Judgments in Civil and Commercial Matters
就《關於香港與內地訂立安排以相互認可和執行民商事判決的建議》諮詢文件提交的意見
(24 September 2018)
- Hong Kong Monetary Authority and 11 financial regulators and related organisations – Global Financial Innovation Network
金融管理局與11家金融監管當局和相關機構 – 全球金融創新網絡
(9 October 2018)
- Insurance Authority – Draft Guidelines on the (1) Fit and Proper Criteria for Licensed Insurance Intermediaries under the Insurance Ordinance (Cap. 41) and (2) Continuing Professional Development for Licensed Insurance Intermediaries
保險業監管局 – 有關(1)《保險業條例》(第41章)有關持牌保險中介人「適當人選」的準則指引 草擬本及(2)《持牌保險中介人持續專業培訓指引》草擬本
(7 December 2018)
- Insurance Authority – Draft Guideline on Financial Needs Analysis
保險業監管局 – 有關財務需要分析的指引草擬本
(13 December 2018)*
- Insurance Authority – Draft Guideline on Exercising Power to Impose Pecuniary Penalty in Respect of Regulated Persons under the Insurance Ordinance
保險業監管局 – 有關向受規管人士行使施加罰款權力的指引草擬本
(27 December 2018)
- Insurance Authority – Draft Insurance (Maximum Number of Authorized Insurers) Rules
保險業監管局 – 有關《保險業(獲授權保險人的最高數目)規則》草擬本
(27 December 2018)
- Commerce and Economic Development Bureau – Proposed Adoption of Up-to-date Toys Standards and Safety Standards for Products Listed in the Schedule 2 under the Toys and Children's Products Safety Ordinance
商務及經濟發展局 – 就《玩具及兒童產品安全條例》下的玩具以及附表2載列的兒童產品,採用相關標準檢定機構發布的最新玩具標準及產品安全標準的建議
(31 December 2018)
- Insurance Authority – Draft Guideline on Cooling-off Period
保險業監管局 – 有關冷靜期的指引草擬本
(10 January 2019)*
- Insurance Authority – Draft Guideline on Benefit Illustrations for Long Term Insurance Policies
保險業監管局 – 有關長期保險保單的利益說明的指引草擬本
(11 January 2019)*
- Electricity Legislation Division, Electrical and Mechanical Services Department – Proposed Amendments of "Guidance Notes for the Electrical Products (Safety) Regulation"
機電工程署電力法例部 – 建議對《電氣產品(安全)規例指南》作出修訂
(25 February 2019)
- Property Management Services Authority – Proposed Licensing Regime for Property Management Companies and Property Management Practitioners
物業管理業監管局 – 物業管理公司及物業管理人發牌制度建議
(18 February 2019)
- Insurance Authority – Draft Guideline on Medical Insurance Business
保險業監管局 – 有關醫療保險業務的指引草擬本
(22 February 2019)*
- The Law Reform Commission of Hong Kong – Submissions on Archives Law
香港法律改革委員會 – 關於《檔案法》的意見書
(11 March 2019)
- Competition Commission – Application for a Decision in relation to a Proposed Pharmaceutical Sales Survey
競爭事務委員會 – 就擬進行的藥物銷售調查作出決定的申請
(26 March 2019)

* Soft Consultation 非正式諮詢文件

A List of External Committees Attended by Council Members and Staff

本會委員及職員參與的外界委員會

- Centre for Food Safety – Expert Committee on Food Safety
食物安全中心 – 食物安全專家委員會
- CLP Power – Customer Consultative Group
中華電力有限公司 – 客戶諮詢小組
- Committee on Reduction of Salt and Sugar in Food
降低食物中鹽和糖委員會
- Competition Policy Advisory Group
競爭政策諮詢委員會
- Consultative Group on Voluntary Health Insurance Scheme
自願醫保計劃諮詢小組
- Department of Health – Pharmacy and Poisons (Listed Sellers of Poisons) Committee
衛生署 – 藥劑業及毒藥(列載毒藥銷售商)委員會
- Department of Justice – Costs Committee
律政司 – 事務費委員會
- Department of Justice – Working Group on Class Actions
律政司 – 集體訴訟工作小組
- Disciplinary Tribunal Panel (Electricity) under the Electricity Ordinance (Cap. 406)
紀律審裁委員會(電力條例第四百零六章)
- Electrical and Mechanical Services Department – Appeal Board Panel under Energy Efficiency (Labelling of Products) Ordinance (Cap. 598)
機電工程署 – 上訴委員會(能源效益(產品標籤)條例第五百九十八章)
- Electrical and Mechanical Services Department – Electrical Safety Advisory Committee
機電工程署 – 電氣安全諮詢委員會
- Electrical and Mechanical Services Department – Lift and Escalator Safety Advisory Committee
機電工程署 – 升降機及自動梯安全諮詢委員會
- Electrical and Mechanical Services Department – Task Force on the Review of the Mandatory Energy Efficiency Labelling Scheme
機電工程署 – 強制性能源效益標籤計劃檢討專案小組
- Electrical and Mechanical Services Department – Task Force on the Voluntary Energy Efficiency Labelling Scheme
機電工程署 – 自願性能源效益標籤計劃工作小組
- Estate Agents Authority
地產代理監管局
- Estate Agents Authority – Finance and Strategic Development
地產代理監管局 – 財務及策略發展委員會
- Estate Agents Authority – Licensing Committee
地產代理監管局 – 牌照委員會
- Estate Agents Authority – Practice and Examination Committee
地產代理監管局 – 執業及考試委員會
- Food and Health Bureau – Committee on Improving Supply Chain of Powdered Formula
食物及衛生局 – 配方粉供應鏈委員會
- Food and Health Bureau – High Level Steering Committee on Antimicrobial Resistance
食物及衛生局 – 抗菌素耐藥性高層督導委員會
- Food and Health Bureau – Steering Committee on Prevention and Control of Non-communicable Diseases
食物及衛生局 – 防控非傳染病督導委員會
- Food and Health Bureau – Working Group on Legal, Privacy & Security Issues of the Steering Committee on Electronic Health Record Sharing
食物及衛生局 – 電子健康紀錄互通督導委員會 – 法律、私隱及保安問題工作小組
- Hong Kong Accreditation Service – Accreditation Advisory Board
香港認可處 – 認可諮詢委員會
- Hong Kong Accreditation Service – Users of HKAS Accredited Services Liaison Group
香港認可處 – 認可服務用戶聯絡小組
- Hong Kong Accreditation Service – Working Party for Physical and Mechanical Testing
香港認可處 – 物理及機械測試工作小組

- Hong Kong Federation of Insurers – Insurance Agents Registration Board
香港保險業聯會 – 保險業代理登記委員會
- Hong Kong Internet Registration Corporation Limited – Consultative and Advisory Panel
香港互聯網註冊管理有限公司 – 諮詢委員會
- Hong Kong Monetary Authority – Banking Consumer Education Taskforce
香港金融管理局 – 銀行消費者教育工作小組
- Hong Kong Monetary Authority – Deposit-taking Companies Advisory Committee
香港金融管理局 – 接受存款公司諮詢委員會
- Hong Kong Q-Mark Council – Safeguard Committee
香港優質標誌局 – 公平評審會
- Insurance Claims Complaints Bureau – Insurance Claims Complaints Panel
保險索償投訴局 – 保險索償投訴委員會
- Investor Education Centre – Advisory Committee
投資者教育中心 – 諮詢委員會
- Labour and Welfare Bureau – SC.Net under the Community Investment and Inclusion Fund
勞工及福利局 – 社區投資共享基金(基金)委員會
- Land Registry – Land Titles Ordinance Steering Committee
土地註冊處 – 土地業權條例督導委員會
- Law Reform Commission – Sub-Committee on Cybercrime
法律改革委員會 – 電腦網絡罪行小組委員會
- Law Reform Commission – Sub-committee on Periodical Payments for Future Pecuniary Loss in Personal Injury Cases
法律改革委員會 – 人身傷害個案中按期支付未來金錢損失賠款小組委員會
- Office of the Communications Authority – Radio Spectrum and Technical Standards Advisory Committee
通訊事務管理局辦公室 – 無線電頻譜及技術標準諮詢委員會
- Office of the Communications Authority – Telecommunications Regulatory Affairs Advisory Committee
通訊事務管理局辦公室 – 電訊規管事務諮詢委員會
- Office of the Communications Authority – Telecommunications Users and Consumers Advisory Committee
通訊事務管理局辦公室 – 電訊服務用戶及消費者諮詢委員會
- Official Receiver's Office – Services Advisory Committee
破產管理署 – 服務諮詢委員會
- The Hong Kong Mortgage Corporation – Board of Directors
香港按揭證券有限公司 – 董事局成員
- The Hong Kong Polytechnic University – Advisory Committee of the Institute of Active Ageing
香港理工大學 – 活齡學院諮詢委員會
- Tourism Commission – Advisory Committee on Travel Agents
旅遊事務署 – 旅行代理商諮詢委員會
- Tourism Commission – Travel Industry Compensation Fund Management Board
旅遊事務署 – 旅遊業賠償基金管理委員會
- Transport Department – Committee on Taxi Service Quality
運輸署 – 的士服務質素委員會
- Transport Department – Quality Public Light Bus Services Steering Committee
運輸署 – 優質公共小巴服務事宜督導委員會
- Vocational Training Council – Beauty Care & Hairdressing Training Board
職業訓練局 – 美容及美髮訓練委員會
- Vocational Training Council – Retail Training Board
職業訓練局 – 零售業訓練委員會
- Water Supplies Department – Task Force on Voluntary Water Efficiency Labelling Scheme
水務署 – 用水效益標籤計劃工作小組

The background features a large, stylized logo consisting of the letters 'A' and 'L'. The 'A' is light blue with a diagonal hatching pattern on its left side. The 'L' is white with a teal-colored center and a yellow hatched pattern on its right side. The entire design is set against a teal background with faint dashed lines.

**Annual Report of
the Consumer Legal Action Fund**

消費者訴訟基金年報

2018-19

Consumer Legal Action Fund Management Committee

消費者訴訟基金管理委員會

Chairman

主席



Mr Selwyn YU Sing-cheung, SC
余承章資深大律師

Vice Chairman

副主席



Dr LO Pui-yin
羅沛然大律師



Ms Rebecca CHAN Ching-chu
陳清珠女士



Ms Betty CHAN Ka-wai
陳嘉慧律師
(up to 2019.03.31)



Dr Catherine CHONG Shiu-yin
莊紹賢醫生
(since 2018.12.06 起)



Mr Alex FAN Hoi-kit
范凱傑大律師



Mr Johnny FEE Chung-ming, JP
費中明律師·太平紳士



Mr Richard KHAW Wei-kiang, SC
許偉強資深大律師



Mr Edmond LAM King-fung
林勁豐律師



Mr Kevin LAM Sze-cay
林詩棋先生



Ms Queenie Fiona LAU
劉恩沛大律師



Dr LUI Wing-cheong
雷永昌醫生
(up to 2018.12.05)



Ms Gilly WONG Fung-han
黃鳳嫻女士

Annual Report of the Consumer Legal Action Fund 2018-19

消費者訴訟基金年報 2018-19

The Consumer Council is the Trustee of the Consumer Legal Action Fund ("the Fund") through a Declaration of Trust executed on 30 November 1994.

消費者委員會是消費者訴訟基金（「基金」）的信託人。基金於1994年11月30日依據信託聲明成立。

Purpose

The Fund was established with an initial Government grant of HK\$10 million. A further \$10 million was granted by the Government in May 2010 and subsequently in May 2018, another \$10 million was further granted by the Government. The Fund aims to facilitate easier consumer access to legal remedies by providing legal assistance to consumers, particularly for cases involving significant public interest and injustice. Through granting assistance to eligible cases, the Fund also aims to deter business malpractices and enhance public awareness of consumer rights.

Administration

The Consumer Council, as the Trustee, is responsible, through a Board of Administrators, for the overall administration and investment of the Fund. The Board of Administrators is in turn, underpinned by a Management Committee. The latter, whose members were appointed by the Commerce and Economic Development Bureau, is responsible for advising on the eligibility and merits of applications seeking assistance from the Fund¹.

Operation

It is the function of the Council to help consumers resolve their complaints vis-à-vis the traders concerned by means of conciliation. The Council may, if it considers appropriate or if the complainants so request, refer cases of complaints to the Fund for consideration. Consumers may also apply to the Fund directly for assistance.

Generally, in processing an application for assistance, the Fund will consider whether all other means of dispute resolution have been exhausted and will assess the case against established eligibility criteria. Such criteria include whether the case involves significant consumer interest; whether a large group of consumers have been or will potentially be adversely affected; whether the case has a reasonable chance of success; whether assistance to the matter concerned can promote the consumer cause and produce deterrent effects on unscrupulous business practices; and whether it is practicable for the Fund to offer timely assistance.

Deliberation

During the year under review, the Management Committee held 5 meetings and resolved matters by circulation on 14 occasions, while the Board of Administrators resolved matters by circulation on 10 occasions.

目的

基金成立初時獲政府撥款港幣1,000萬元。2010年5月再獲政府撥款港幣1,000萬元，其後在2018年5月再獲政府撥款港幣1,000萬元。基金旨在為尋求法律協助的消費者提供更便捷的途徑，特別在涉及重大公眾利益和公義的事件上，協助消費者循法律途徑追討賠償。透過協助符合資格的個案，遏止不當的經營手法，及讓公眾認識消費者的權利。

行政管理

作為基金的信託人，本會透過基金執行委員會，處理基金的行政及投資。執行委員會在批核申請個案時，會聽取基金管理委員會的意見，包括申請人是否符合資格，及個案的理據是否充分等。管理委員會成員由商務及經濟發展局委任¹。

基金運作

本會一向致力協助消費者解決他們與商戶之間的糾紛，在適當情況或在投訴人要求下，將個案轉介基金考慮給予協助。此外，消費者亦可直接向基金提出申請。

一般來說，基金在處理申請時，會考慮申請人是否已嘗試其他解決辦法，並根據既定的準則審批申請，這些準則包括，個案是否涉及重大的消費者利益、受影響的消費者是否眾多、是否有合理的勝訴機會、協助是否有利促進消費者權益及對不當經營手法能否產生阻嚇作用，以及基金實際上是否可以提供及時的協助等。

處理個案

本年度基金管理委員會共舉行了5次會議，另14次以文件通傳方式議決事項。而執行委員會共10次以文件通傳方式議決事項。

¹ See Annex A for the Membership of the Board of Administrators and Management Committee. 執行委員會及管理委員會的成員名單見附錄甲。

Altogether, the Fund considered 19 applications across different categories during the year under review.

After thorough consideration, the Fund declined 12 applications relating to complaints involving financial services, beauty services, property-related services, telecommunication services, travel-related services, home renovation services, time-sharing scheme, medical instrument, technology product, sale of real-property, marriage proposal arrangement and sale of goods respectively.

During the reporting period, the Fund granted assistance to 4 applications relating to columbarium, time-sharing scheme and fitness services.

Newly Assisted Cases

1. Columbarium (Case 1) – Refusal to Allow Interment of Ashes

The assisted consumer purchased a niche from a private columbarium in 2001 intending to inter the ashes of his mother when the time came. When his mother passed away in 2017, the columbarium refused to allow interment of her ashes on the grounds that the deceased's name stated on the receipt was different from that on her death certificate and identity card. The incorrect name on the receipt was written by the columbarium's staff in 2001 without verification of the deceased's identity documents.

Noting that the house rules of the columbarium did not provide for refusal of interment in the case of an incorrect name on the receipt, the Fund granted assistance on the grounds that the matter had sufficient legal merits and involved significant consumer interest. During the reporting period, the Fund instructed solicitors to act for the assisted consumer. Upon receiving an affirmation explaining the discrepancy between the names, the columbarium accepted that both names referred to the same person and agreed to allow permanent interment upon successful receipt of a licence under the Private Columbaria Ordinance in due course.

2. Columbarium (Case 2) – Refusal to Allow Interment of Ashes

The assisted consumer's mother purchased a niche from a private columbarium in 1996. In 2017, the assisted consumer wanted to inter her mother's ashes into the niche after she had passed away. However, the columbarium refused the request on the grounds that the deceased's name stated on the receipt was different from the name on her death certificate and identity card.

Noting that the Fund had granted legal assistance to a similar case, and having considered the legal merits and consumer interest involved, the Fund granted assistance to the assisted consumer. During the reporting period, the Fund instructed solicitors to act for the assisted consumer and to safeguard her interests.

3. Time-sharing Scheme – Aggressive Commercial Practices

The assisted consumer was allegedly pressurised to enter into a vacation club membership agreement by aggressive sales tactics adopted by the trader including prolonged and persistent sales pitching and denial of a toilet break.

年內，基金共審議了19宗涉及不同類別的申請。

經詳細考慮及審議後，基金否決12宗分別涉及金融服務、美容服務、物業相關服務、電訊服務、旅遊相關服務、家居裝修服務、共享時光服務、醫療用品、科技產品、物業買賣、求婚安排及貨品銷售的申請。

本年度基金提供協助予4宗關於私營骨灰龕場、共享時光和健身服務的新申請。

受資助的新個案

1. 私營骨灰龕場（個案一）－ 拒絕骨灰安放

受助消費者於2001年向涉案私營骨灰龕場購買一個龕位，待其母去世後用作安放骨灰。其母後來於2017年去世，該龕場基於收據上其母親的姓名與死亡證及身份證上的姓名有別，拒絕讓受助消費者安放其母親的骨灰。於2001年，該龕場職員在沒有核對其母親的身份證明文件下，在收據上寫了不正確的姓名。

基金注意到該龕場的規則中，並沒有列明當收據上的姓名不正確時，該龕場可拒絕安放死者骨灰。基金認為個案有充足的法律理據和涉及重大的消費者利益，故此予以協助。在本報告期間，基金委託律師代表受助消費者。該龕場在收到受助消費者用以解釋姓名上的差異的誓章後，接納兩個不同姓名都是指同一人，並同意在成功取得根據《私營骨灰安置所條例》下所發出的牌照後，容許受助消費者在適當時候安放其母親的骨灰。

2. 私營骨灰龕場（個案二）－ 拒絕骨灰安放

受助消費者的母親於1996年向涉案私營骨灰龕場購買一個龕位，其母後來於2017年去世，受助消費者希望把骨灰安放到龕位上。不過，該龕場基於收據上其母親的姓名與死亡證及身份證上的姓名有別，拒絕讓受助消費者安放其母親的骨灰。

基金曾就另一宗相似的個案予以法律協助，以及考慮到個案涉及的法律理據和消費者利益，故此予以協助。在本報告期間，基金委託律師代表受助消費者，以保障其權益。

3. 共享時光服務 – 威嚇性營商手法

受助消費者指稱涉案公司以威嚇性銷售手法，包括使用持續不斷的推銷和拒絕讓他到洗手間如廁，逼使他簽署一份時光共享會籍合約。

The Fund granted assistance on the grounds that this case involved significant consumer interests. During the reporting period, the Fund was in the course of engaging solicitors to act for the assisted consumer with a view to commencing legal action against the trader.

4. Fitness Services – Aggressive Commercial Practices

The assisted consumer, being a person suffering from autism, entered into 2 membership agreements and 1 personal trainer's agreement as a result of the alleged unfair trade practices and unconscionable conduct of the fitness centre.

The Fund considered that the issue of this case involved significant consumer interest. Assistance was granted on the basis that the claim had sufficient legal merits and that the assisted consumer is a person suffering from mental disorder and the practice of the fitness centre was highly unscrupulous. Further the Fund was of the view that assisting the matter would deter similar business malpractices. By the end of the reporting period, the Fund was in the course of procuring solicitors to act for the assisted consumer.

Cases Carried over from Previous Year

The Fund continued to work on the following cases brought forward from the previous year:

1. Headquarters and Professional Staff Cost Charged by a Management Company of a Residential Housing Estate

The assisted consumers, being individual owners of residential units of the housing estate, intended to seek a court declaration on the justifiability of the "headquarters and professional staff cost" charged by the management company.

During the reporting period, the solicitors instructed by the Fund requested the management company to provide further accounting records to justify the "headquarters and professional staff cost". Since then, the management company offered various settlement terms to try and resolve the disputes and the Fund requested the assisted consumers to convene a meeting with the other owners of the housing estate in order to consult their views on the proposed settlement terms. In breach of the Fund's advice, the assisted consumers insisted not to accept the offer and refused to convene such a meeting. In view of the assisted consumers' refusal to pay heed to the Fund's advice and after deliberation, the Fund decided to terminate legal assistance in this matter.

2. Money Lender and Loan Broker – Claims of Misrepresentation and Deceit

The assisted consumer was allegedly misled by various misrepresentations made by a money lender and a loan broker into borrowing a mortgage loan.

Assistance was granted to the assisted consumer to take legal actions against the money lender and the loan broker. During the reporting period, the claim against the money lender was settled out of court with the Fund's approval. As for the loan broker, a default judgment in favour of the assisted consumer was obtained.

基金認為個案涉及重大的消費者利益，故此予以協助。在本報告期間，基金正委託律師代表受助消費者向涉案公司採取法律行動。

4. 健身服務 – 威嚇性營商手法

受助消費者是一名自閉症患者，指稱因受到不良營商手法及不合情理行為的影響，與一間健身中心簽訂了2份會員合約和1份私人教練合約。

基金認為個案涉及重大的消費者利益。基於個案有充足的法律理據，受助消費者患有精神障礙，而健身中心的手法極為不當，故此基金予以協助。另外，基金認為協助此個案可阻止類似的不良商業行為。在本報告期間，基金正委託律師代表受助消費者。

繼續跟進的個案

基金繼續跟進上年度未完成的個案，進展如下：

1. 物業相關服務 – 住宅屋苑管理公司收取總部及專業行政人員費用

受助消費者是一個屋苑的小業主。這宗案件所涉及的爭議是管理公司是否有充分理據，向住宅屋苑的業主收取總部及專業行政人員費用。

在本報告期間，基金委託的律師要求管理公司進一步披露會計文件，以支持收取總部及專業行政人員費用。其後，管理公司提出了不同的和解方案，而基金亦要求受助消費者召開業主大會，以諮詢其他業主對和解方案的意見。受助消費者違反基金的建議，堅持不接納和解方案和拒絕召開業主大會，故此，基金經審議後，決定終止向個案提供法律協助。

2. 放債人與財務中介 – 失實陳述和欺騙的申索

受助消費者指稱因受到涉案放債人與財務中介誤導，借取按揭貸款。

基金協助受助消費者向涉案放債人與財務中介採取法律行動。在本報告期間，受助消費者向涉案放債人提出申索，並在基金同意下，與涉案放債人達成庭外和解。至於向涉案財務中介所提出的申索，受助消費者取得法庭頒下的判令，在涉案財務中介缺席聆訊下，裁定受助消費者勝訴。

3. Beauty Products and Services – Recovery of Prepayment

The assisted consumer made multiple bulk prepayment purchases of beauty products and treatments from an international beauty brand over the years. While a substantial portion of the purchases had yet to be collected or consumed, she was informed that the beauty brand would cease operation in less than 3 months and was requested to collect and consume all the purchased products and treatments before operation ceased.

During the reporting period, the parties were in active negotiation for a settlement. Having considered the advice of external solicitors, and with the agreement of the Fund, the assisted consumer entered into a full and final settlement with the trader.

4. Beauty Services – Aggressive Commercial Practices

The assisted consumer was allegedly pressurised into purchasing beauty services by a beauty salon's aggressive commercial practices including charging her credit card without obtaining her consent.

During the reporting period, the parties exchanged witness statements and attended various pre-trial hearings. With the consent of the Fund, the assisted consumer settled the case with the beauty salon satisfactorily and obtained an agreed sum of compensation.

5. Beauty Services – Unfair Trade Practices and Unconscionable Conduct

The assisted consumer purchased a beauty package as a result of the alleged misleading practice and unconscionable conduct of a beauty salon including failure to inform her of the price of the beauty package before commencement of the treatment.

The Fund granted assistance to the assisted consumer to take legal action against the beauty salon. Shortly before commencement of legal proceedings, the assisted consumer informed the Fund that she wished to withdraw her intended claim for personal reasons. Assistance was terminated accordingly.

6. Beauty Services – Unfair Trade Practices and Unconscionable Conduct

The assisted consumer purchased 3 very similar and expensive membership schemes in one single visit as a result of the alleged unfair trade practices and unconscionable conduct of a beauty salon.

During the reporting period, the solicitors instructed by the Fund issued a pre-action letter to the beauty salon which denied liability. Shortly before commencement of legal proceedings, the beauty salon offered to settle the intended claim. Eventually, with the agreement of the Fund, the case was settled at an amount reasonable and acceptable to the assisted consumer.

3. 美容服務 – 追討預繳付款

受助消費者在數年間多次向涉案國際美容品牌購入大量美容產品及服務，並預繳全數費用。正當大部分產品及服務尚未領取或享用時，涉案美容品牌通知受助消費者其將於3個月內停止營運，並要求她在期間領取及享用所有購入的產品及服務。

在本報告期間，雙方就和解進行多次商討。經考慮法律意見，以及在基金同意下，受助消費者與涉案國際美容品牌達成完全和最終的和解。

4. 美容服務 – 威嚇性營商手法

受助消費者指稱涉案美容院以威嚇性營商手法，包括未經同意下使用她的信用卡繳付款項，逼使她購買美容服務。

在本報告期間，雙方交換證人陳述書及出席若干審訊前的聆訊。在得到基金的同意下，受助消費者與該美容院達成雙方滿意的和解及取得補償。

5. 美容服務 – 不良營商手法及不合情理行為

受助消費者指稱因受到涉案美容院的誤導性銷售手法及不合情理行為的影響，包括銷售人員在進行美容療程前沒有告知有關療程套票的價格，而購買美容療程套票。

基金向受助消費者予以協助，並向涉案美容院作出法律行動。在快將展開法律程序前，受助消費者向基金表示基於個人理由，希望撤回有關申索。基金因此終止有關協助。

6. 美容服務 – 不良營商手法及不合情理行為

受助消費者指稱因受到涉案美容院的不良營商手法及不合情理行為的影響，一次過購買3個十分相似和昂貴的會員計劃。

在本報告期間，基金委託的律師向涉案美容院發出法律行動前的信函，涉案美容院否認法律責任。在快將展開法律程序前，涉案美容院提出和解方案。最終，在得到基金的同意下，受助消費者與涉案美容院達成和解，取得合理和可接受的補償。

Statistics

Since its establishment and up until the year under review, the Fund has received a total of 1,361 applications and has granted assistance to 708 applications².

Finance

The Fund's income is derived from:

1. investing the capital sum in fixed deposits;
2. charging applicants a fee of \$100 each for cases within the jurisdiction of the Small Claims Tribunal and \$1,000 each for other court cases;
3. recovering legal costs from defendants in successful cases; and
4. receiving from each successful case a contribution of 10% of the benefits gained by the assisted consumer.

As at 31 March 2019, the Fund had a balance of approximately HK\$16 million³.

Acknowledgements

During the year under review, Mr Paul LAM Ting-kwok, SC succeeded Prof. WONG Yuk-shan, SBS, BBS, JP to be the Chairman of the Board of Administrators. Members Ms Amy FUNG Dun-mi, MH and Dr Raymond LEUNG Siu-hong retired from the Board while Mr Matthew LAM Kin-hong, MH and Dr LUI Wing-cheong were elected as Members.

Besides, members Ms Betty CHAN Ka-wai and Dr LUI Wing-cheong retired from the Management Committee. Dr Catherine CHONG Shiu-yin joined as a new member.

To Prof. WONG Yuk-shan, Ms Amy FUNG Dun-mi, Dr Raymond LEUNG Siu-hong, Ms Betty CHAN Ka-wai and Dr LUI Wing-cheong, the Fund wishes to express its heartfelt thanks for their staunch support and invaluable contributions. It also welcomes the new member Dr Catherine CHONG Shiu-yin and the other two members Mr Matthew LAM Kin-hong and Dr LUI Wing-cheong joining the Fund again from their previous membership in the Management Committee to the Board of Administrators.

Last but not least, the Council would like to express gratitude to the Government for the financial support to the Fund and members of the Board of Administrators and the Management Committee, and to all those who have rendered assistance, including counsel and solicitors engaged by the Fund, for all their efforts and contributions to the Fund throughout the year.

統計

由成立至今，基金共接獲1,361宗申請，其中708宗申請獲基金協助²。

財務狀況

基金的收入來源如下：

1. 利用資金作定期儲蓄收取利息；
2. 向申請人收取費用：小額錢債審裁處案件每宗收取港幣100元，其他案件每宗收取港幣1,000元；
3. 成功個案中被告人賠償的訟費；及
4. 受助消費者勝訴後，基金從他們所獲取的金額中收取一成，作為分擔費用。

截至2019年3月31日止，基金結餘約港幣1,600萬元³。

鳴謝

年內，林定國資深大律師接任黃玉山教授，銀紫荊星章，銅紫荊星章，太平紳士成為基金的執行委員會主席。馮丹媚女士，榮譽勳章和梁少康博士卸任基金的執行委員會委員，而林建康先生，榮譽勳章和雷永昌醫生則當選為新委員。

此外，陳嘉慧律師及雷永昌醫生卸任管理委員會委員，而莊紹賢醫生則加入成為新委員。

衷心感謝黃玉山教授、馮丹媚女士、梁少康博士、陳嘉慧律師及雷永昌醫生一直對基金的支持和寶貴貢獻，並歡迎莊紹賢醫生，以及兩位前管理委員會委員林建康先生及雷永昌醫生再度加入基金，出任執行委員會委員。

最後，本會非常感謝政府在財政上對基金的支持，並謹向基金兩個委員會的成員，以及曾經協助基金順利運作的各界人士，包括基金聘請的大律師和律師等致謝，感激他們在年內為基金付出的努力和貢獻。

² See Annex B for the statistics of applications for the Fund. 基金申請個案統計見附錄乙。

³ See Annex C for the Fund's Auditors' Report and Financial Statements for the period under review. 基金本年度的核數師報告及財政報告見附錄丙。

Consumer Legal Action Fund Board of Administrators 消費者訴訟基金執行委員會

Chairman 主席

Prof. WONG Yuk-shan, SBS, BBS, JP 黃玉山教授，銀紫荊星章，銅紫荊星章，太平紳士 (up to 至 2018.12.31)

Mr Paul LAM Ting-kwok, SC 林定國資深大律師 (since 2019.01.01 起)

Vice Chairman 副主席

Mr Samuel CHAN Ka-yan, JP 陳家殷大律師，太平紳士

Members 委員

Ms Amy FUNG Dun-mi, MH 馮丹媚女士，榮譽勳章 (up to 至 2019.01.29)

Mr Matthew LAM Kin-hong, MH 林建康先生，榮譽勳章 (since 2019.01.30 起)

Dr Raymond LEUNG Siu-hong 梁少康博士 (up to 至 2018.12.31)

Dr LUI Wing-cheong 雷永昌醫生 (since 2019.01.30 起)

Ms Gilly WONG Fung-han 黃鳳嫻女士

Consumer Legal Action Fund Management Committee 消費者訴訟基金管理委員會

Chairman 主席

Mr Selwyn YU Sing-cheung, SC 余承章資深大律師

Vice Chairman 副主席

Dr LO Pui-yin 羅沛然大律師

Members 委員

Ms Rebecca CHAN Ching-chu 陳清珠女士

Ms Betty CHAN Ka-wai 陳嘉慧律師 (up to 至 2019.03.31)

Dr Catherine CHONG Shiu-yin 莊紹賢醫生 (since 2018.12.06 起)

Mr Alex FAN Hoi-kit 范凱傑大律師

Mr Johnny FEE Chung-ming, JP 費中明律師，太平紳士

Mr Richard KHAW Wei-kiang, SC 許偉強資深大律師

Mr Edmond LAM King-fung 林勁豐律師

Mr Kevin LAM Sze-cay 林詩棋先生

Ms Queenie Fiona LAU 劉恩沛大律師

Dr LUI Wing-cheong 雷永昌醫生 (up to 至 2018.12.05)

Ms Gilly WONG Fung-han 黃鳳嫻女士

Applications for Consumer Legal Action Fund

消費者訴訟基金申請個案統計

Number of applications received since 30 November 1994

自1994年11月30日以來, 基金接獲的申請數目

1,361

Problem solved during application 在申請期間問題已獲解決

178

Under consideration 仍在考慮中

6

Assistance granted 獲基金批予協助之申請

708

Compensation recovered 獲得賠償

• out-of-court settlement 庭外和解

195

• judgment obtained 經勝訴獲取

20

Not pursued further 未再跟進

• no recovery prospect 因無賠償可能

465

• application withdrawn 因申請撤回

7

• terminated by the Fund 被基金終止

15

Referred to Legal Aid 轉交法律援助署

1

In process 在處理中

5

Referred to Council for policy consideration 轉交消委會作政策處理

3

Referred to Council for conciliation/monitoring 轉交消委會斡旋 / 監察

10

Assistance declined 不接納申請

456

Independent Auditor's Report 獨立核數師報告書

TO THE TRUSTEE OF CONSUMER LEGAL ACTION FUND

(Established in Hong Kong under the Deed of Trust dated 30 November 1994)

致消費者訴訟基金受託人

(根據日期為一九九四年十一月三十日的信託聲明在香港成立)

Opinion

We have audited the financial statements of Consumer Legal Action Fund (the "Fund") set out on pages 126 to 142, which comprise the statement of financial position as at 31 March 2019, and the income and expenditure statement, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the state of the Fund's affair as at 31 March 2019, and of its deficit and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA").

Basis for Opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSAs") issued by the HKICPA. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Fund in accordance with the HKICPA's Code of Ethics for Professional Accountants (the "Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The Board of Administrators of the Fund is responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

意見

本核數師(以下簡稱「我們」)已完成審核消費者訴訟基金(「基金」)列載於第126頁至第142頁的財務報表,包括於二零一九年三月三十一日的財務狀況報表,及截至該日止年度的收支結算表、權益變動表和現金流量表,以及財務報表附註(包括主要會計政策概要)。

我們認為,上述財務報表均已根據香港會計師公會頒布的《香港財務報告準則》,真實而公平地反映基金於二零一九年三月三十一日的事務狀況以及基金截至該日止年度的虧損及現金流量。

意見的基礎

我們已根據香港會計師公會頒布之香港審核準則進行審計。我們在該等準則下承擔之責任於本報告「核數師就審核財務報表承擔之責任」一節中進一步闡述。根據香港會計師公會之《專業會計師道德守則》(以下簡稱「守則」),我們獨立於基金,且我們已按照守則履行其他道德責任。我們相信,我們所獲得的審核證據能充分及適當地為我們的意見提供依據。

其他資料

基金執行委員會對其他資料負責。其他資料包括年報所載的資料,但不包括財務報表及我們就此編製的核數師報告。

我們對財務報表的意見不涵蓋其他資料,我們亦不對該等其他資料發表任何形式的鑒證結論。

就我們對財務報表的審核而言,我們的責任是閱讀其他資料,在此過程中,考慮其他資料是否與有關財務報表或我們在審核過程中所瞭解的情況存在重大抵觸或者似乎存在重大錯誤陳述的情況。基於我們已執行的工作,如果我們認為其他資料存在重大錯誤陳述,我們須報告該事實。在此方面,我們沒有任何須報告之事項。

Independent Auditor's Report 獨立核數師報告書

TO THE TRUSTEE OF CONSUMER LEGAL ACTION FUND - continued
(Established in Hong Kong under the Deed of Trust dated 30 November 1994)

致消費者訴訟基金受託人 - 續
(根據日期為一九九四年十一月三十日的信託聲明在香港成立)

Responsibilities of Board of Administrators for the Financial Statements

The Board of Administrators is responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA, and for such internal control as the Board of Administrators determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Board of Administrators is responsible for assessing the Fund's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Administrators either intends to liquidate the Fund or to cease operations, or has no realistic alternative but to do so.

The Board of Administrators is responsible for overseeing the Fund's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion solely to you, in accordance with our agreed terms of engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSA's will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSA's, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Fund's internal control;

執行委員會就財務報表須承擔的責任

執行委員會須遵照香港會計師公會頒布的《香港財務報告準則》編製真實及公平之財務報表，以及實行其認為必要的內部控制，以使財務報表之編製不存在由於欺詐或錯誤而導致之重大錯誤陳述。

在編製財務報表時，執行委員會負責評估基金持續經營的能力，並在適用情況下披露與持續經營有關的事項，以及使用持續經營為會計基礎，除非執行委員會有意將基金清盤或停止經營，或別無其他實際的替代方案。

執行委員會負責監督基金的財務報告流程。

核數師就審核財務報表承擔之責任

我們的目標是對財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並按照議定的聘用條款，僅發出納入我們意見的核數師報告，除此之外，本報告並無其他目的。我們不會就本報告的內容向任何其他人士負責或承擔任何法律責任。合理保證屬高度保證，但不能保證按照香港審核準則進行的審核，在某一重大錯誤陳述存在時總能被發現。錯誤陳述可由欺詐或錯誤引起，如果合理預期它們單獨或匯總起來可能影響財務報表使用者依賴此等財務報表所作出的經濟決定，則有關的錯誤陳述可被視作重大。

在根據《香港審核準則》進行審核的過程中，我們於整個審核過程中運用專業判斷，並抱持專業懷疑態度。我們亦：

- 識別及評估財務報表由於欺詐或錯誤而導致之重大錯誤陳述風險，設計及執行審核程序以應對該等風險，以及獲取充分及適當審核憑證為我們的意見提供基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述或僭越內部控制，故因未能發現欺詐而導致之重大錯誤陳述風險高於因未能發現錯誤而導致之重大錯誤陳述風險；
- 瞭解有關審核之內部控制，以設計在各類情況下適當之審核程序，但並非旨在對基金內部控制之成效發表意見；

Independent Auditor's Report 獨立核數師報告書

TO THE TRUSTEE OF CONSUMER LEGAL ACTION FUND - continued
(Established in Hong Kong under the Deed of Trust dated 30 November 1994)

致消費者訴訟基金受託人 - 續
(根據日期為一九九四年十一月三十日的信託聲明在香港成立)

Auditor's Responsibilities for the Audit of the Financial Statements -
continued

核數師就審核財務報表承擔之責任 - 續

- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Administrators;
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- conclude on the appropriateness of the Board of Administrators' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Fund's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Fund to cease to continue as a going concern; and
- 評估執行委員會所採用會計政策之恰當性及作出會計估計及相關披露之合理性；
- 總結執行委員會採用持續經營會計基礎是否恰當，並根據已獲得的審核憑證，總結是否存在重大不明朗因素涉及可能令基金之持續經營能力嚴重成疑之事件或情況。倘我們得出結論認為存在重大不明朗因素，我們須於核數師報告中提請使用者注意財務報表內之相關披露，或倘相關披露不足，則修訂我們的意見。我們的結論以截至核數師報告日期所獲得的審核憑證為基礎。然而，未來事件或情況可能導致基金不再持續經營；及
- 評估財務報表（包括披露）之整體列報方式、結構和內容，以及財務報表是否中肯反映相關交易和事項。

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

我們與管治人員溝通（其中包括）審核工作之計劃範圍、時間安排及重大審核發現，包括我們於審核期間識別出內部控制之任何重大缺陷。

Deloitte Touche Tohmatsu
Certified Public Accountants
Hong Kong
29 July 2019

德勤·關黃陳方會計師行
執業會計師
香港
二零一九年七月二十九日

Income and Expenditure Statement 收支結算表

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

		NOTE	2019	2018
		附註	二零一九年	二零一八年
			HK\$	HK\$
			港元	港元
Income	收入			
Bank interest income	銀行利息收入		266,847	97,806
Application fee from assisted consumers	受助消費者申請費		10,800	4,900
Sundry income	雜項收入		311,345	-
			<u>588,992</u>	<u>102,706</u>
Less:	減：			
Expenditure	支出			
Auditor's remuneration	核數師酬金		16,000	15,500
Administrative service expenses	行政服務支出	6	1,181,698	1,393,000
Bank charges	銀行費用		4,240	3,145
Legal fees for assisted consumers	受助消費者律師費		638,556	375,881
Sundry expenses	雜項支出		53,344	54,231
			<u>1,893,838</u>	<u>1,841,757</u>
Deficit for the year	本年度虧損		<u>(1,304,846)</u>	<u>(1,739,051)</u>

Statement of Financial Position 財務狀況表

AT 31 MARCH 2019 於二零一九年三月三十一日

		NOTES 附註	2019 二零一九年 HK\$ 港元	2018 二零一八年 HK\$ 港元
Current assets	流動資產			
Interest receivables	應收利息		57,010	40,729
Bank balances	銀行結餘	4	17,744,001	9,309,039
			<u>17,801,011</u>	<u>9,349,768</u>
Current liabilities	流動負債			
Account payables and accrued expenses	應付賬款及應計費用		721,074	753,683
Amount due to the Trustee	應付受託人款項	5	1,181,698	1,393,000
			<u>1,902,772</u>	<u>2,146,683</u>
Net current assets	流動資產淨值		<u>15,898,239</u>	<u>7,203,085</u>
Capital and reserve	資本及儲備			
Capital	資本		30,000,000	20,000,000
Accumulated deficit	累積虧損		(14,101,761)	(12,796,915)
			<u>15,898,239</u>	<u>7,203,085</u>

The financial statements on pages 126 to 142 were approved and authorised for issue by the Board of Administrators on 29 July 2019 and are signed on its behalf by:

載於第 126 頁至第 142 頁的財務報表已於二零一九年七月二十九日獲執行委員會批准並授權發布，並由下列代表簽署：

Mr. Paul Lam Ting-kwok, SC
林定國資深大律師
ADMINISTRATOR
執行委員

Ms. Gilly Wong Fung-han
黃鳳嫻女士
ADMINISTRATOR
執行委員

Statement of Changes in Equity 權益變動表

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

		Capital 資本 HK\$ 港元	Accumulated deficit 累積虧損 HK\$ 港元	Total 合計 HK\$ 港元
At 1 April 2017	於二零一七年四月一日	20,000,000	(11,057,864)	8,942,136
Deficit for the year	本年度虧損	-	(1,739,051)	(1,739,051)
At 31 March 2018	於二零一八年三月三十一日	20,000,000	(12,796,915)	7,203,085
Injection of capital	注資	10,000,000	-	10,000,000
Deficit for the year	本年度虧損	-	(1,304,846)	(1,304,846)
At 31 March 2019	於二零一九年三月三十一日	30,000,000	(14,101,761)	15,898,239

Statement of Cash Flows 現金流量表

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

		2019 二零一九年 HK\$ 港元	2018 二零一八年 HK\$ 港元
Operating activities	營運活動		
Deficit for the year	本年度虧損	(1,304,846)	(1,739,051)
Adjustment for:	就下列項目作出調整：		
Bank interest income	銀行利息收入	(266,847)	(97,806)
Operating cash flows before movements in working capital	營運資金變動前之經營現金流量	(1,571,693)	(1,836,857)
Decrease in amount due to the Trustee	應付受託人款項之減少	(211,302)	(429,000)
(Decrease) increase in account payables and accrued expenses	應付賬款及應計費用（減少）增加	(32,609)	203,560
Net cash used in operating activities	用於營運活動之現金淨額	<u>(1,815,604)</u>	<u>(2,062,297)</u>
Investing activities	投資活動		
Interest received	已收利息	250,566	98,945
Placement in time deposits with original maturity over three months	存放原到期日逾三個月之定期存款	(33,035,961)	(8,526,270)
Withdrawal of time deposits with original maturity over three months	提取原到期日逾三個月之定期存款	25,488,289	14,194,462
Net cash (used in) generated from investing activities	（用於）來自投資活動之現金淨額	<u>(7,297,106)</u>	<u>5,767,137</u>
Financing activity	融資活動		
Capital injection	注資	10,000,000	-
Net increase in cash and cash equivalents	現金及現金等值項目淨額增加	887,290	3,704,840
Cash and cash equivalents at beginning of the year	於本年初之現金及現金等值項目	5,149,173	1,444,333
Cash and cash equivalents at end of the year	於本年底之現金及現金等值項目	<u>6,036,463</u>	<u>5,149,173</u>
Total bank balances represented by:	銀行結餘總額折合為：		
Time deposits with original maturity over three months	原到期日逾三個月之定期存款	11,707,538	4,159,866
Cash and cash equivalents	現金及現金等值項目	6,036,463	5,149,173
		<u>17,744,001</u>	<u>9,309,039</u>

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

1. OBJECTIVES AND OPERATION OF THE FUND

The Consumer Legal Action Fund (the "Fund") was established on 30 November 1994 under a Deed of Trust with the Consumer Council as the trustee (the "Trustee") for the purpose of offering financial assistance to consumers in seeking legal redress, remedies and protection. The Government of the Hong Kong Special Administrative Region (the "HKSAR") has granted a sum of HK\$10 million as initial capital to the Fund. The capital should be repayable to the HKSAR upon termination. Additional capital amounting to HK\$20 million was further injected by the HKSAR to the Fund on 6 September 2010 and 31 May 2018 with HK\$10 million each time, increasing the capital to HK\$30 million.

The address of the registered office and principal place of operation of the Trustee is 22nd Floor, K. Wah Centre, 191 Java Road, North Point, Hong Kong.

The financial statements are presented in Hong Kong dollars, which is also the functional currency of the Fund.

2. APPLICATION OF NEW AND AMENDMENTS TO HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs")

New and amendments to HKFRSs that are mandatorily effective for the current year

The Fund has applied the following new and amendments to HKFRSs issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") for the first time in the current year:

HKFRS 9	Financial Instruments
HKFRS 15	Revenue from Contracts with Customers and the related Amendments
HK(IFRIC) - Int 22	Foreign Currency Transactions and Advance Consideration
Amendments to HKFRS 2	Classification and Measurement of Share-based Payment Transactions
Amendments to HKFRS 4	Applying HKFRS 9 Financial Instruments with HKFRS 4 Insurance Contracts
Amendments to HKAS 28	As part of the Annual Improvements to HKFRSs 2014 - 2016 Cycle
Amendments to HKAS 40	Transfers of Investment Property

1. 基金目標及營運

消費者訴訟基金（「基金」）是根據信託聲明於一九九四年十一月三十日成立，消費者委員會為其受託人（「受託人」），目的是為消費者提供經濟援助，循法律途徑尋求賠償、補償及保障，並由香港特別行政區政府（以下簡稱「香港特區政府」）撥款一千萬港元作為基金的初期資本。此資本在基金終止運作時應歸還香港特區政府。香港特區政府於二零一零年九月六日及二零一八年五月三十一日為基金分別每次注入一千萬港元之額外資本，令總資本增加至三千萬港元。

受託人之註冊辦事處及主要營運地點均為香港北角渣華道 191 號嘉華國際中心 22 樓。

本財務報表以港元列出，港元亦是基金之功能貨幣。

2. 應用新訂及經修訂之《香港財務報告準則》（「《香港財務報告準則》」）

本年度強制生效之新訂及經修訂《香港財務報告準則》

基金已於本年度首次採用下列由香港會計師公會（「香港會計師公會」）頒布的新訂及經修訂之《香港財務報告準則》：

《香港財務報告準則》第 9 號	金融工具
《香港財務報告準則》第 15 號	客戶合約收入及相關修訂
香港（國際財務報告詮釋委員會）- 詮釋第 22 號	外幣交易及預付代價
《香港財務報告準則》第 2 號（修訂本）	以股份為基礎付款交易的分類及計量
《香港財務報告準則》第 4 號（修訂本）	應用《香港財務報告準則》第 9 號「金融工具」於《香港財務報告準則》第 4 號「保險合約」
《香港會計準則》第 28 號（修訂本）	《香港財務報告準則》二零一四年至二零一六年週期之年度改進的一部分
《香港會計準則》第 40 號（修訂本）	投資物業的轉讓

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

2. APPLICATION OF NEW AND AMENDMENTS TO HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs") - continued

Except as described below, the application of the new and amendments to HKFRSs in the current year has had no material impact on the Fund's financial performance and positions for the current and prior years and/or on the disclosures set out in these financial statements.

HKFRS 9 *Financial Instruments*

In the current year, the Fund has applied HKFRS 9 *Financial Instruments* and the related consequential amendments to other HKFRSs. HKFRS 9 introduces new requirements for 1) the classification and measurement of financial assets and financial liabilities, 2) expected credit losses ("ECL") for financial assets and 3) general hedge accounting.

The Fund has applied HKFRS 9 in accordance with the transition provisions set out in HKFRS 9, i.e. applied the classification and measurement requirements (including impairment under ECL model) retrospectively to instruments that have not been derecognised as at 1 April 2018 (date of initial application) and has not applied the requirements to instruments that have already been derecognised as at 1 April 2018. The difference between carrying amounts as at 31 March 2018 and the carrying amounts as at 1 April 2018 are recognised in the opening accumulated deficit and other components of equity, without restating comparative information.

Accordingly, certain comparative information may not be comparable as comparative information was prepared under HKAS 39 *Financial Instruments: Recognition and Measurement* ("HKAS 39").

Accounting policies resulting from application of HKFRS 9 are disclosed in note 3.

Classification and measurement of financial assets and financial liabilities

All recognized financial assets and financial liabilities that are within the scope of HKFRS 9 are subsequently measured at amortised cost.

Impairment under ECL model

Except for those which had been determined as credit impaired under HKAS 39, ECL for other financial assets at amortised cost, including bank balances and interest receivables, are assessed on 12-month ECL basis as there had been no significant increase in credit risk since initial recognition.

As at 1 April 2018, the Board of Administrators of the Fund reviewed and assessed the impairment of all financial assets under ECL model, and no additional loss allowance is recognised against accumulated deficit.

2. 應用新訂及經修訂之《香港財務報告準則》(「《香港財務報告準則》」)- 續

除下文所述外，本年度採用的《香港財務報告準則》新訂及經修訂本對基金於本年度及先前的財務表現與狀況及／或該等財務報表所載的披露資料概無重大影響。

《香港財務報告準則》第 9 號 *金融工具*

於本年度，基金已採用《香港財務報告準則》第 9 號「*金融工具*」及其他《香港財務報告準則》的相應修訂。《香港財務報告準則》第 9 號對下列各項引入新規定：1) 金融資產和金融負債的分類和計量、2) 金融資產的預期信貸虧損（「預期信貸虧損」）及 3) 一般對沖會計。

基金已跟據《香港財務報告準則》第 9 號所載過渡條文應用《香港財務報告準則》第 9 號，即對於二零一八年四月一日（應用日期）未有被註銷的工具，追溯應用對該等分類和計量要求（包括預期信貸虧損模式下之減值），及沒有對於二零一八年四月一日已被註銷的工具，應用該等要求。於二零一八年三月三十一日賬面值與於二零一八年四月一日賬面值之間的差額，於期初累計虧損及權益的其他部分確認，其比較資料則未有重列。

因此，若干比較資料可能無法與跟據《香港會計準則》第 39 號「*金融工具：確認和計量*」（「《香港會計準則》第 39 號」）編製的比較資料作出比較。

應用《香港財務報告準則》第 9 號所引致的會計政策於附註 3 披露。

金融資產及金融負債的分類和計量

所有在《香港財務報告準則》第 9 號範圍之內已確認的金融資產及金融負債其後按攤銷成本計量。

預期信貸虧損模式下的減值

除根據《香港會計準則》第 39 號已確定作出信貸減值的金融資產外，其他按攤銷成本計算的金融資產，包括銀行結餘及應收利息，如初步確定以來信貸風險並無大幅增加，其減值會按 12 個月預期信貸虧損模式進行評估。

於二零一八年四月一日，基金執行委員會以預期信貸虧損模式，對所有金融資產的減值作出檢視及評估，認為並無須就此對累計虧損作出任何額外虧損撥備。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

2. APPLICATION OF NEW AND AMENDMENTS TO HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs") - continued 2. 應用新訂及經修訂之《香港財務報告準則》(「《香港財務報告準則》」)-續

New and amendments to HKFRSs in issue but not yet effective

The Fund has not early applied the following new and amendments to HKFRSs that have been issued but are not yet effective:

HKFRS 16	Leases ¹
HKFRS 17	Insurance Contract ³
HK(IFRIC) - Int 23	Uncertainty over Income Tax Treatments ¹
Amendments to HKFRS 3	Definition of a Business ⁴
Amendments to HKFRS 9	Prepayment Features with Negative Compensation ¹
Amendments to HKFRS 10 and HKAS 28	Sale or Contribution of Assets between an Investor and its Associate or Joint Venture ²
Amendments to HKAS 1 and HKAS 8	Definition of Material ⁵
Amendments to HKAS 19	Plan Amendment, Curtailment or Settlement ¹
Amendments to HKAS 28	Long-term Interests in Associates and Joint Ventures ¹
Amendments to HKFRSs	Annual Improvements to HKFRSs 2015 - 2017 Cycle ¹

¹ Effective for annual periods beginning on or after 1 January 2019

² Effective for annual periods beginning on or after a date to be determined

³ Effective for annual periods beginning on or after 1 January 2021

⁴ Effective for business combinations and asset acquisitions for which the acquisition date is on or after the beginning of the first annual period beginning on or after 1 January 2020

⁵ Effective for annual periods beginning on or after 1 January 2020

3. SIGNIFICANT ACCOUNTING POLICIES

The financial statements have been prepared in accordance with HKFRSs issued by HKICPA.

The financial statements have been prepared on the historical cost basis. Historical cost is generally based on the fair value of the consideration given in exchange for services.

The principal accounting policies are set out as follows:

Revenue recognition

Interest income from financial assets is recognised when it is probable that the economic benefits will flow to the Fund and the amount of income can be measured reliably. Interest income is accrued on a time basis, by reference to the principal outstanding and at the effective interest rate applicable, which is the rate that exactly discounts the estimated future cash receipts through the expected life of the financial asset to that asset's net carrying amount on initial recognition.

已頒布但尚未生效的新訂及經修訂《香港財務報告準則》

基金並未提前採用下列已頒布但尚未生效的新訂及經修訂《香港財務報告準則》：

《香港財務報告準則》第 16 號	租賃 ¹
《香港財務報告準則》第 17 號	保險合約 ³
香港（國際財務報告詮釋委員會）- 詮釋第 23 號	所得稅處理的不確定性 ¹
《香港財務報告準則》第 3 號（修訂本）	業務的定義 ⁴
《香港財務報告準則》第 9 號（修訂本）	具負補償之預付款項特性 ¹
《香港財務報告準則》第 10 號及《香港會計準則》第 28 號（修訂本）	投資者與其聯營企業及合營企業之間的資產出售或注資 ²
《香港會計準則》第 1 號及《香港會計準則》第 8 號（修訂本）	重大的定義 ⁵
《香港會計準則》第 19 號（修訂本）	計劃修訂、縮減或結算 ¹
《香港會計準則》第 28 號（修訂本）	於聯營公司及合營公司之長期權益 ¹
《香港財務報告準則》修訂本	《香港財務報告準則》二零一五年至二零一七年週期之年度改進 ¹

¹ 於二零一九年一月一日或其後開始之年度期間生效

² 生效日期尚未釐定

³ 於二零二一年一月一日或其後開始之年度期間生效

⁴ 對收購日期在二零二零年一月一日或之後開始的第一個年度期間或之後的企業合併和資產收購生效

⁵ 於二零二零年一月一日或其後開始之年度期間生效

3. 主要會計政策

本財務報表乃按照香港會計師公會頒布之《香港財務報告準則》編製而成。

財務報表乃按照歷史成本之基準編製。歷史成本一般根據換取服務所給予代價之公平值而釐定。

主要會計政策詳列如下：

收入確認

金融資產之利息收入於經濟利益可能流向基金，且收入金額能可靠地計量時作出確認。利息收入以時間基準按尚餘的本金及適用的實際利率累計算，該實際利率是在金融資產的預計期限內將估計的未來現金收入，準確貼現至初步確認資產的賬面淨額時所用的利率。

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3. SIGNIFICANT ACCOUNTING POLICIES - continued

Cost of financial assistance

All costs connected with the provision of financial assistance rendered to consumers are recorded on an accrual basis and charged against income and expenditure account in the period incurred. Any costs recoverable from assisted consumers are recorded as income upon receipt.

Financial instruments

Financial assets and financial liabilities are recognised when the Fund becomes a party to the contractual provisions of the instrument. All regular way purchases or sales of financial assets are recognised and derecognised on a trade date basis. Regular way purchases or sales are purchases or sales of financial assets that require delivery of assets within the time frame established by regulation or convention in the market place.

Financial assets and financial liabilities are initially measured at fair value. Transaction costs that are directly attributable to the acquisition or issue of financial assets and financial liabilities (other than financial assets or financial liabilities at fair value through profit or loss ("FVTPL")) are added to or deducted from the fair value of the financial assets or financial liabilities, as appropriate, on initial recognition. Transaction costs directly attributable to the acquisition of financial assets or financial liabilities at FVTPL are recognised immediately in income and expenditure statement.

The effective interest method is a method of calculating the amortised cost of a financial asset or financial liability and of allocating interest income and interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts and payments (including all fees and points paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected life of the financial asset or financial liability, or, where appropriate, a shorter period, to the net carrying amount on initial recognition.

Financial assets

Classification and subsequent measurement of financial assets (upon application of HKFRS 9 in accordance with transitions in note 2)

Financial assets that meet the following conditions are subsequently measured at amortised cost:

- the financial asset is held within a business model whose objective is to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Financial assets that meet the following conditions are subsequently measured at fair value through other comprehensive income ("FVTOCI"):

3. 主要會計政策 - 續

財務資助費用

為消費者提供財務資助的所有有關費用按權責發生制記錄，並在該等費用發生期間的收支結算表內扣除。任何從受助消費者收回的費用，在收到付款時以收入入賬確認。

金融工具

金融資產及金融負債於基金成為工具合約條文的一方時予以確認。所有定期購買或出售之金融資產均在交易日被確認及註銷。定期購買或出售為須在市場規則或慣例所設定的時間範圍內交付購買的資產或出售金融資產。

金融資產及金融負債初步以公平值計量。收購或發行金融資產及金融負債（除以公平值計量並計入損益（「以公平值計量並計入損益」）的金融資產或金融負債外）所產生的直接交易成本，將在初步確認時，在金融資產或金融負債（如適用）的公平值中加入或扣除。收購以公平值計量並計入損益的金融資產或金融負債的直接交易成本，會立即於收支結算表確認。

實際利率法是計算金融資產或金融負債之攤銷成本，按有關期間攤分其利息收入及利息開支之方法。實際利率是於初步確認時，按金融資產或金融負債預計可使用期限或較短期限（如適用），將估計的未來現金收入及付款（包括所有組成實際利率、交易成本及其他溢價或折讓的已付或已收的費用及點子）準確貼現至賬面淨值額的利率。

金融資產

金融資產的分類及其後計量（根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號）

符合下列條件的金融資產隨後按攤銷成本計量：

- 該金融資產以業務模式持有，其目標為收取合約現金流量；及
- 合約條款於特定日期產生的現金流量僅為支付本金和未償還本金的利息。

符合下列條件的金融資產隨後以公平值計量，並計入其他全面收益（「以公平值計量並計入其他全面收益」）：

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3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Classification and subsequent measurement of financial assets (upon application of HKFRS 9 in accordance with transitions in note 2) – continued

- the financial asset is held within a business model whose objective is achieved by both collecting contractual cash flows and selling; and
- the contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

All other financial assets are subsequently measured at FVTPL, except that at the date of initial application/initial recognition of a financial asset the Fund may irrevocably elect to present subsequent changes in fair value of an equity investment in other comprehensive income ("OCI") if that equity investment is neither held for trading nor contingent consideration recognised by an acquirer in a business combination to which HKFRS 3 *Business Combinations* applies.

A financial asset is classified as held for trading if:

- it has been acquired principally for the purpose of selling in the near term; or
- on initial recognition it is a part of a portfolio of identified financial instruments that the Fund manages together and has a recent actual pattern of short-term profit-taking; or
- it is a derivative that is not designated and effective as a hedging instrument.

In addition, the Fund may irrevocably designate a financial asset that are required to be measured at the amortised cost or FVTOCI as measured at FVTPL if doing so eliminates or significantly reduces an accounting mismatch.

(i) Amortised cost and interest income

Interest income is recognised using the effective interest method for financial assets measured subsequently at amortised cost. Interest income is calculated by applying the effective interest rate to the gross carrying amount of a financial asset, except for financial assets that have subsequently become credit-impaired (see below). For financial assets that have subsequently become credit-impaired, interest income is recognised by applying the effective interest rate to the amortised cost of the financial asset from the next reporting period. If the credit risk on the credit-impaired financial instrument improves so that the financial asset is no longer credit-impaired, interest income is recognised by applying the effective interest rate to the gross carrying amount of the financial asset from the beginning of the reporting period following the determination that the asset is no longer credit impaired.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產的分類及其後計量 (根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號) - 續

- 該金融資產以業務模式持有，其目標為收取合約現金流量及出售；及
- 合約條款於特定日期產生的現金流量僅為支付本金和未償還本金的利息。

所有其他金融資產隨後以公平值計量並計入損益，除了當持有股權投資並非作買賣用途，亦非收購人於《香港財務報告準則》第 3 號「業務合併」適用的業務合併中確認的或對有價，則基金可在該股權投資初次應用/初次確認時選擇不可撤回地於其他全面收益（「其他全面收益」）中顯示其公平值的其後變動。

若符合下列條件，則金融資產被分類為持有作買賣：

- 收購該金融資產的主要目的為在近期作出售用途；或
- 於初步確認時，該金融資產已構成基金合併管理的已識別金融工具組合的一部分，且最近有短期獲利的真實模式；或
- 該金融資產未獲指定為對沖工具及有效對沖工具。

此外，基金可以不可撤回地指定一項須按攤銷成本或按公平值計量並計入其他全面收益的金融資產，以按公平值計量並計入損益作出計量，如有關指定可消除或大幅減少會計錯配。

(一) 攤銷成本和利息收入

其後按攤銷成本計量的金融資產，其利息收入是採用實際利率法計算。金融資產（隨後出現信貸減值之金融資產（見下文）除外）之利息收入乃透過對金融資產之賬面總值應用實際利率計算。就隨後出現信貸減值之金融資產而言，利息收入乃透過對金融資產於下個報告期之攤銷成本應用實際利率予以確認。倘已予信貸減值之金融工具之信貸風險減低，即使有關金融資產不再出現信貸減值，則利息收入乃透過對金融資產於有關資產獲確定不再出現信貸減值後之報告期開始起之賬面總值應用實際利率予以確認。

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3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Classification and subsequent measurement of financial assets (upon application of HKFRS 9 in accordance with transitions in note 2) - continued

(ii) Financial assets at FVTPL

Financial assets that do not meet the criteria for being measured at amortised cost or FVTOCI or designated as FVTOCI are measured at FVTPL.

Financial assets at FVTPL are measured at fair value at the end of each reporting period, with any fair value gains or losses recognised in income and expenditure statement. The net gain or loss recognised in income and expenditure statement excludes any dividend or interest earned on the financial asset and is included in the "other gains and losses" line item.

Impairment of financial assets (upon application of HKFRS 9 with transitions in accordance with note 2)

The Fund recognises a loss allowance for ECL on financial assets which are subject to impairment under HKFRS 9 (including interest receivables and bank balances). The amount of ECL is updated at each reporting date to reflect changes in credit risk since initial recognition.

Lifetime ECL represents the ECL that will result from all possible default events over the expected life of the relevant instrument. In contrast, 12m ECL represents the portion of lifetime ECL that is expected to result from default events that are possible within 12 months after the reporting date. Assessment are done based on the Fund's historical credit loss experience, adjusted for factors that are specific to the debtors, general economic conditions and an assessment of both the current conditions at the reporting date as well as the forecast of future conditions.

The ECL on these assets are assessed individually.

For all other instruments, the Fund measures the loss allowance equal to 12m ECL, unless when there has been a significant increase in credit risk since initial recognition, the Fund recognises lifetime ECL. The assessment of whether lifetime ECL should be recognised is based on significant increases in the likelihood or risk of a default occurring since initial recognition.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產的分類及其後計量 (根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號) - 續

(二) 以公平值計量並計入損益的金融資產

不符合按攤銷成本計量或以公平值計量並計入其他全面收益或指定為以公平值計量並計入其他全面收益標準的金融資產，是以公平值計量並計入損益。

以公平值計量並計入損益的金融資產於每一個報告期末按公平值計量，任何公平值損益於收支結算表確認。於收支結算表確認的損益淨值不包括該金融資產所產生的任何股息或利息且納入「其他損益」行項目。

金融資產的減值 (根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號)

基金就根據《香港財務報告準則》第 9 號須作出減值的金融資產 (包括應收利息和銀行結餘) 的預期信貸虧損作出撥備確認。預期信貸虧損的金額於每一個報告日期更新，以反映自首次確認後信貸風險的變化。

全期預期信貸虧損是指於相關工具的預計使用期內，所有可能的違約事件將會產生的預期信貸虧損。相反，12 個月預期信貸虧損是指預期於報告日期後 12 個月內可能發生的違約事件預期導致的部分全期預期信貸虧損。評估乃根據基金的歷史信貸虧損經驗進行，並根據債務人特有的因素、一般經濟狀況以及對報告日期當前狀況的評估以及對未來狀況的預測作出調整。

該等資產的預期信貸虧損是被個別地作出評估。

對於所有其他工具，基金計量的虧損撥備等於 12 個月預期信貸虧損，除非自首次確認後信貸風險顯著上升，則基金會以全期預期信貸虧損作出確認。評估是否確認全期預期信貸虧損是根據自首次確認以後發生違約的可能性或風險有否顯著上升。

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3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Impairment of financial assets (upon application of HKFRS 9 with transitions in accordance with note 2) - continued

(i) Significant increase in credit risk

In assessing whether the credit risk has increased significantly since initial recognition, the Fund compares the risk of a default occurring on the financial instrument as at the reporting date with the risk of a default occurring on the financial instrument as at the date of initial recognition. In making this assessment, the Fund considers both quantitative and qualitative information that is reasonable and supportable, including historical experience and forward-looking information that is available without undue cost or effort.

In particular, the following information is taken into account when assessing whether credit risk has increased significantly:

- an actual or expected significant deterioration in the financial instrument's external (if available) or internal credit rating;
- significant deterioration in external market indicators of credit risk, e.g. a significant increase in the credit spread, the credit default swap prices for the debtor;
- existing or forecast adverse changes in business, financial or economic conditions that are expected to cause a significant decrease in the debtor's ability to meet its debt obligations;
- an actual or expected significant deterioration in the operating results of the debtor;
- an actual or expected significant adverse change in the regulatory, economic, or technological environment of the debtor that results in a significant decrease in the debtor's ability to meet its debt obligations.

Irrespective of the outcome of the above assessment, the Fund presumes that the credit risk has increased significantly since initial recognition when contractual payments are more than 30 days past due, unless the Fund has reasonable and supportable information that demonstrates otherwise.

The Fund regularly monitors the effectiveness of the criteria used to identify whether there has been a significant increase in credit risk and revises them as appropriate to ensure that the criteria are capable of identifying significant increase in credit risk before the amount becomes past due.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產的減值 (根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號) - 續

(一) 信貸風險顯著上升

評估信貸風險自首次確認以來是否顯著上升時，基金會就金融工具於報告日期發生違約的風險與金融工具於首次確認日期發生違約的風險作出比較。作出本評估時，基金會考慮合理及有理據的定量及定性資料，包括過往經驗及以合理成本或努力可獲取的前瞻性資料。

具體而言，評估信貸風險是否顯著上升時會考慮以下資料：

- 金融工具的外部（如有）或內部信貸評級的實際或預期的顯著惡化；
- 信貸風險的外部市場指標顯著惡化，例如債務人的信貸息差、信貸違約掉期價格顯著上升；
- 商業、財務或經濟情況於目前或預期有不利變動，預計將導致債務人償還債項的能力顯著下降；
- 債務人經營業績出現實際或預期的顯著惡化；
- 債務人的監管、經濟或技術環境出現實際或預期的重大不利變動，導致債務人償還債項的能力顯著下降。

不論上述評估結果如何，基金均假設當合約付款已逾期超過 30 日，則其信貸風險比較初步確認時已有顯著上升，除非基金有合理及具支持性的資料說明其他情況。

基金定期監督用於識別信貸風險是否顯著上升的準則的果效，並在適當的情況下作出修訂，以確保相關準則可在款項逾期之前識別其信貸風險已顯著上升。

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3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Impairment of financial assets (upon application of HKFRS 9 with transitions in accordance with note 2) - continued

(ii) Definition of default

The Fund considers an event of default occurs when information developed internally or obtained from external sources indicates that the debtor is unlikely to pay its creditors, including the Fund, in full (without taking into account any collaterals held by the Fund).

Irrespective of the above, the Fund considers that default has occurred when a financial asset is more than 60 days past due unless the Fund has reasonable and supportable information to demonstrate that a more lagging default criterion is more appropriate.

(iii) Credit-impaired financial assets

A financial asset is credit-impaired when one or more events of default that have a detrimental impact on the estimated future cash flows of that financial asset have occurred. Evidence that a financial asset is credit-impaired includes observable data about the following events:

- (a) significant financial difficulty of the issuer or the borrower;
- (b) a breach of contract, such as a default or past due event;
- (c) the lender(s) of the borrower, for economic or contractual reasons relating to the borrower's financial difficulty, having granted to the borrower a concession(s) that the lender(s) would not otherwise consider; or
- (d) it is becoming probable that the borrower will enter bankruptcy or other financial reorganisation.

(iv) Write-off policy

The Fund writes off a financial asset when there is information indicating that the counterparty is in severe financial difficulty and there is no realistic prospect of recovery, for example, when the counterparty has been placed under liquidation or has entered into bankruptcy proceedings, or when the amounts are over one year past due, whichever occurs sooner. Financial assets written off may still be subject to enforcement activities under the Fund's recovery procedures, taking into account legal advice where appropriate. A write-off constitutes a derecognition event. Any subsequent recoveries are recognised in income and expenditure statement.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產的減值 (根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號) - 續

(二) 違約的定義

基金認為當內部編製或從外界所取得的資料顯示，債務人不大可能向其債權人，包括基金作出悉數還款（未計及基金持有的任何抵押品），即構成違約事件。

不論上述情況如何，基金會把逾期超過 60 天的金融資產列作違約，除非基金有合理且具支持性的資料證明及後的違約準則更為合適。

(三) 發生信貸減值的金融資產

若發生一項或多項對金融資產的估計未來現金流量造成不利影響的違約事件，則該金融資產會被作出信貸減值。金融資產出現信貸減值的證據包括下列事件的可觀察資料：

- (甲) 發行人或借款人出現重大財務困難；
- (乙) 違反合約，例如拖欠或逾期還款事件等；
- (丙) 由於與借方財務困難相關之經濟或合約原因，借方之貸方已向借方授出貸方概不考慮之特許權；或
- (丁) 借方可能進行破產程序或進行其他財務重組。

(四) 撇銷政策

當有資料顯示交易對手有嚴重財政困難及沒有實際可收回預期，例如，當交易對手被清盤或已進入破產程序時，或當金額逾期一年以上時（以較早者為準），基金會將該金融資產撇銷。金融資產的撇銷仍會受基金收回程序並考慮法律建議（如適用）之影響。撇銷構成終止確認事項，任何後續收回均於收支結算表中確認。

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3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Impairment of financial assets (upon application of HKFRS 9 with transitions in accordance with note 2) - continued

(v) Measurement and recognition of ECL

The measurement of ECL is a function of the probability of default, loss given default (i.e. the magnitude of the loss if there is a default) and the exposure at default. The assessment of the probability of default and loss given default is based on historical data adjusted by forward-looking information. Estimation of ECL reflects an unbiased and probability-weighted amount that is determined with the respective risks of default occurring as the weights.

Generally, the ECL is the difference between all contractual cash flows that are due to the Fund in accordance with the contract and the cash flows that the Fund expects to receive, discounted at the effective interest rate determined at initial recognition.

Where ECL is measured on a collective basis or cater for cases where evidence at the individual instrument level may not yet be available, the financial instruments are grouped on the collective basis:

- Nature of financial instruments (mainly interest receivables and bank balances and cash are each assessed separately);
- Past-due status;
- Nature, size and industry of debtors; and
- External credit ratings where available.

Interest income is calculated based on the gross carrying amount of the financial asset unless the financial asset is credit impaired, in which case interest income is calculated based on amortised cost of the financial asset.

The Fund recognises an impairment gain or loss in income and expenditure statement for all financial instruments by adjusting their carrying amount, with the exception of accounts receivables, where the corresponding adjustment is recognised through a loss allowance account.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產的減值 (根據附註 2 的過渡條文應用《香港財務報告準則》第 9 號) - 續

(五) 預期信貸虧損的計量及確認

預期信貸虧損的計量為違約概率、違約損失率 (即違約時的損失程度) 及違約風險承擔的函數。評估違約概率及違約損失率基於過往數據，並按前瞻性資料調整。預期信貸虧損的估計值反映以無偏頗及概率加權金額，並根據發生相關違約風險的加權數值而釐定。

一般而言，預期信貸虧損為根據合約應付基金的所有合約現金流量與基金預計收取的現金流量 (以按初步確認時釐定的實際利率折現) 之間的差額，按首次確認時釐定的實際利率貼現。

若預期信貸虧損按綜合基準計量以處理單個工具層面的證據尚無法獲得的情況，則按綜合基準給金融工具分組：

- 金融工具的性質 (主要以應收利息及銀行結餘和現金作出單獨評估)；
- 逾期狀況；
- 債務人的性質、規模和行業；及
- 外界信貸評級 (若可用)。

利息收入是按金融資產賬面總值計算，除非金融資產出現信貸減值，在此情況下，利息收入按金融資產攤銷成本計算。

基金透過調整所有金融工具的賬面值於收支結算表中確認減值收益或虧損，惟應收賬款虧損則透過撥備賬確認相應調整。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial assets - continued

Classification and subsequent measurement of financial assets (before application of HKFRS 9 on 1 April 2018)

Financial assets are classified into financial assets at amortised cost. The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition. All regular way purchases or sales of financial assets are recognised and derecognised on a trade date basis. Regular way purchases or sales are purchases or sales of financial assets that require delivery of assets within the time frame established by regulation or convention in the marketplace.

Impairment of financial assets (before application of HKFRS 9 on 1 April 2018)

Financial assets are assessed for indicators of impairment at the end of each reporting period. Financial assets are considered to be impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows of the financial assets have been affected.

Objective evidence of impairment could include:

- significant financial difficulty of the issuer or counterparty; or
- breach of contract, such as default or delinquency in interest and principal payments; or
- it becoming probable that the borrower will enter bankruptcy or financial re-organisation.

Objective evidence of impairment for a portfolio of receivables could include the Fund's past experience of collecting payments, an increase in the number of delayed payments in the portfolio past the credit period, observable changes in national or local economic conditions that correlate with default on receivables.

For financial assets carried at amortised cost, the amount of the impairment loss recognised is the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the financial asset's original effective interest rate.

If, in a subsequent period, the amount of impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment losses was recognised, the previously recognised impairment loss is reversed through income and expenditure statement to the extent that the carrying amount of the asset at the date the impairment is reversed does not exceed what the amortised cost would have been had the impairment not been recognised.

3. 主要會計政策 - 續

金融工具 - 續

金融資產 - 續

金融資產的分類及其後的計量 (於二零一八年四月一日應用《香港財務報告準則》第9號前)

金融資產被分類為按攤銷成本計量的金融資產。此分類是按金融資產的性質及目的，在首次確認時決定。所有定期購買或出售之金融資產均在交易日被確認及終止確認。經常性購買或出售為須在市場規則或慣例所設定的時間範圍內交付購買或出售金融資產。

金融資產減值 (於二零一八年四月一日應用《香港財務報告準則》第9號前)

金融資產評估是在每個報告期末按減值指標進行。如有客觀證據顯示，在金融資產初步確認後發生一項或多項事件導致該金融資產的未來估計現金流量受到影響，該金融資產須予減值處理。

客觀證據顯示有減值必要的情形包括：

- 發行人或交易對手出現重大財務困難；或
- 違約行為，例如欠繳或拖欠利息及本金付款等；或
- 借款人可能面臨破產或進行財務重組。

應收款項組合減值的客觀證據包括基金的過往收款經驗、組合中逾期逾信貸期的延遲付款次數增加、與應收款項違約相關的國家、地方經濟狀況的顯著變動。

以攤銷成本列賬的金融資產，確認的減值虧損金額為該資產賬面值與按金融資產原本實際利率貼現的未來估計現金流量之現值的差額。

如果在隨後的期間減值虧損金額降低，而有關降低可客觀地與確認減值虧損後發生之事件有關，則之前已確認之減值虧損可透過收支結算表撥回，惟該資產於撥回減值該日之賬面值不可超過減值尚未確認前原有之攤銷成本。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

3. SIGNIFICANT ACCOUNTING POLICIES - continued

Financial instruments - continued

Financial liabilities and equity instrument

Debt and equity instruments issued by the Fund are classified as either financial liabilities or as equity in accordance with the substance of the contractual arrangements and the definitions of a financial liability and an equity instrument

Financial liabilities at amortised cost

Financial liabilities including account payables and accrued expense and amount due to the Trustee are subsequently measured at amortised cost, using the effective interest method.

Derecognition

The Fund derecognises a financial asset only when the contractual rights to the cash flows from the asset expire, or when it transfers the financial asset and substantially all the risks and rewards of ownership of the asset to another entity.

On derecognition of a financial asset in its entirety, the difference between the asset's carrying amount and the sum of the consideration received and receivable is recognised in income and expenditure statement.

The Fund derecognises financial liabilities when, and only when, the Fund's obligations are discharged, cancelled or expire. The difference between the carrying amount of the financial liability derecognised and the consideration paid and payable is recognised in income and expenditure statement.

4. BANK BALANCES

Bank balances comprise cash and short-term deposits with an original maturity of three months or less and time deposits of HK\$11,707,538 (2018: HK\$4,159,866) with an original maturity over three months. Bank balances and time deposits carry interest at market rates which ranged from 1.7% to 2.5% (2018: 1.2% to 1.25%) per annum.

5. AMOUNT DUE TO THE TRUSTEE

The amount represents administrative service expenses payable to the Trustee, details of which are set out in note 6. The amount is unsecured, interest-free and repayable on demand.

3. 主要會計政策 - 續

金融工具 - 續

金融負債及股本工具

基金發行的債務和股本工具是根據合約安排的性質及金融負債和股本工具之定義分類為金融負債或股本。

以攤銷成本計量的金融負債

金融負債包括應付賬款及應計費用和應付受託人款項，採用實際利率法以攤銷成本計算。

註銷

只有當基金從資產獲得現金流的合約權利屆滿，或金融資產及其擁有權的幾乎全部風險及回報被轉讓予另一方時，該金融資產才會被註銷。

當金融資產全部被註銷時，該項資產的賬面值與已收和應收代價總額的差額會在收支結算表中確認。

當且僅當基金責任被解除、取消或屆滿時，金融負債才會被註銷。已被註銷的金融負債的賬面值與已付和應付代價之間的差額會於收支結算表內確認。

4. 銀行結餘

銀行結餘包括現金及原定到期日為三個月或以內的短期存款，以及原定到期日超過三個月之定期存款 11,707,538 港元（二零一八年：4,159,866 港元）。銀行結餘和定期存款之利率根據每年 1.7% 至 2.5%（二零一八年：1.2% 至 1.25%）的市場利率計算。

5. 應付受託人款項

該金額為應付受託人的行政服務支出，詳情載於附註 6。此金額為無抵押、免息及按需償還。

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6. RELATED PARTY TRANSACTIONS

During the year, the Fund incurred administrative service expenses amounted to HK\$1,181,698 (2018: HK\$1,393,000) for the administrative service and office support (comprising salary costs and attributable overheads) provided to the Fund. The recharge by the Trustee is in accordance with the provision of the Trust Deed governing the Fund and approved by both the Trustee and the Board of Administrators of the Fund.

7. CAPITAL RISK MANAGEMENT

The capital structure of the Fund consists of capital from HKSAR.

The HKSAR has granted a sum of HK\$30 million as capital to the Fund. The Board of Administrators of the Fund manages the Fund's capital to ensure that the Fund will be able to continue as a going concern. The overall strategy of capital management remains unchanged from prior year.

8. FINANCIAL INSTRUMENTS

a. Categories of financial instruments

Financial assets

Loans and receivables
(including cash and cash equivalents)

Amortized cost

Financial liabilities

Financial liabilities at amortised cost

金融資產

貸款及應收賬款
(包括現金及現金等值項目)

攤銷成本

金融負債

以攤銷成本列賬的
金融負債

6. 關聯方交易

年內，基金就獲提供的行政服務和辦公室支援（包括薪金支出及相關開銷）須支付行政服務支出 1,181,698 港元（二零一八年：1,393,000 港元）。該受託人的再收費乃根據信託聲明中的規限基金之條款，並經受託人與基金執行委員會批核。

7. 資本風險管理

基金的資本由香港特區政府注入的資本組成。

香港特區政府已撥款三千萬港元作為基金資本。基金執行委員會對基金資本進行管理，以確保基金能夠持續經營。資本管理之整體策略與去年相同。

8. 金融工具

甲. 金融工具類別

	2019 二零一九年 HK\$ 港元	2018 二零一八年 HK\$ 港元
	-	9,349,768
	<u>17,801,011</u>	<u>-</u>
	<u>1,902,772</u>	<u>2,146,683</u>

b. Financial risk management objectives and policies

The Fund's major financial instruments include interest receivables and bank balances and cash, account payables and accrued expenses and amount due to the Trustee. Details of these financial instruments are disclosed in respective notes. The risks associated with these financial instruments and the policies on how to mitigate these risks are set out below. The Board of Administrators of the Fund manage and monitor these exposures to ensure appropriate measures are implemented on a timely and effective manner.

乙. 金融風險管理目標及政策

基金的主要金融工具包括應收利息及銀行結餘和現金、應付賬款及應計開支以及應付受託人款項。該等金融工具的詳情於相應附註中予以披露。與該等金融工具相關的風險及如何緩解該等風險的政策載於下文。基金的執行委員會管理並監督該等風險，以確保及時及有效地採取適當措施。

Notes to the Financial Statements 財務報表附註

FOR THE YEAR ENDED 31 MARCH 2019 截至二零一九年三月三十一日止年度

8. FINANCIAL INSTRUMENTS - continued

b. Financial risk management objectives and policies - continued

Credit risk and impairment assessment

As at 31 March 2019 and 2018, the Fund's maximum exposure to credit risk which will cause a financial loss to the Fund due to failure to discharge an obligation by the counterparties arises from the carrying amount of the respective recognised financial assets as stated in the statement of financial position.

In order to minimise the credit risk, the Board of Administrators of the Fund reviews the recoverable amount of each individual receivable item at the end of the reporting period to ensure that adequate impairment losses are made for irrecoverable amounts. In addition, the Fund performs impairment assessment under ECL model upon application of HKFRS 9 (2018: incurred loss model) on receivable balances individually. In this regard, the Board of Administrators of the Fund consider that the Fund's credit risk is significantly reduced.

The credit risk on interest receivables and bank balances are limited because the counterparties are banks with high credit ratings assigned by international credit-rating agencies.

Market risk

Interest rate risk

The Fund has no significant interest rate risk as it does not have any interest-bearing financial assets or financial liabilities other than cash placed with financial institutions.

Liquidity risk

The Fund is exposed to minimal liquidity risk as the Board of Administrators closely monitors its cash flow.

The earliest date on which the undiscounted cash flows of financial liabilities, representing non-interest bearing financial liabilities of the Fund, can be required to pay is 3 months or less.

c. Fair value measurements of financial instruments

The fair values of financial assets and financial liabilities are determined in accordance with generally accepted pricing models based on discounted cash flow analysis.

The Board of Administrators of the Fund considers that the carrying values of financial assets and financial liabilities recorded at amortised cost in the financial statements approximate their fair values.

8. 金融工具 - 續

乙. 金融風險管理目標及政策 - 續

信貸風險及減值評估

於二零一九年及二零一八年三月三十一日，基金的最大信貸風險（由於對方未能清償債務將對基金造成財務損失）源自於財務狀況表呈列的相應已確認金融資產的賬面值。

為了最大程度地降低信貸風險，基金的執行委員會於報告期末檢視各項應收款項項目的可回收金額，以確保為不可回收金額作出足夠減值虧損。此外，基金在應用《香港財務報告準則》第9號後依據預期信貸虧損模式（二零一八年：已發生損失模式）對應收結餘單個進行減值評估。就此而言，基金執行委員會認為基金的信貸風險大大降低。

由於對方為獲國際信貸評級機構授予較高信貸評級的銀行，因此應收利息和銀行結餘的信貸風險有限。

市場風險

利率風險

由於基金並無任何附息金融資產或存放在金融機構的現金之外的金融負債，因此基金並無重大利率風險。

流動資金風險

執行委員會會密切監察其現金流量狀況，故基金承受的流動資金風險已降至最低。

基金的金融負債未貼現現金流量以無息金融負債顯示，而最早付款日期為三個月或以內。

丙. 金融工具之公平值計量

金融資產及金融負債之公平值乃根據公認定價模式，按照貼現現金流量分析而確定。

基金執行委員會認為，在財務報表中按攤銷成本入賬的金融資產及金融負債之賬面值與其公平值相若。

Consumer Advice Centres

消費者諮詢中心

Consumer Complaint & Enquiry Hotline
消費者投訴及諮詢熱線

2929 2222

Hong Kong 香港區

North Point Consumer Advice Centre
Room 1410, 14/F, Kodak House II
39 Healthy Street East, North Point

北角諮詢中心

北角健康東街39號柯達大廈二期14樓1410室

Kowloon 九龍區

Consumer Council Services Centre (Tsim Sha Tsui)
3 Ashley Road, Tsim Sha Tsui

消費者委員會服務中心(尖沙咀)

尖沙咀亞士厘道3號

Sham Shui Po Consumer Advice Centre
G/F, Cheung Sha Wan Government Offices Building
303 Cheung Sha Wan Road, Sham Shui Po

深水埗諮詢中心

深水埗長沙灣道303號長沙灣政府合署地下

Wong Tai Sin Consumer Advice Centre
Unit 201, 2/F, Lung Cheung Office Block
138 Lung Cheung Road, Wong Tai Sin

黃大仙諮詢中心

黃大仙龍翔道138號龍翔辦公大樓2樓201室

New Territories 新界區

Sha Tin Consumer Advice Centre
Room 442, 4/F, Shatin Government Offices
1 Sheung Wo Che Road, Sha Tin

沙田諮詢中心

沙田上禾輦路1號
沙田政府合署4樓442室

Tsuen Wan Consumer Advice Centre
Room 105, 1/F,
Princess Alexandra Community Centre
60 Tai Ho Road, Tsuen Wan

荃灣諮詢中心

荃灣大河道60號
雅麗珊社區服務中心1樓105室

Yuen Long Consumer Advice Centre
G/F, Yuen Long District Office Building
269 Castle Peak Road, Yuen Long

元朗諮詢中心

元朗青山公路(元朗段)269號
元朗民政事務處大廈地下

Consumer Council 消費者委員會

Tel 電話: 2856 3113 Fax 傳真: 2856 3611

Website 網站: <http://www.consumer.org.hk> E-mail 電郵: cc@consumer.org.hk

22/F, K. Wah Centre, 191 Java Road, North Point, Hong Kong

香港北角渣華道191號嘉華國際中心22樓

