

地 產 代 理 監 管 局
ESTATE AGENTS AUTHORITY
Personal Particulars / Confidential

Complaint Form (Advertisement)

Case No (for official use only):	
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- I. Complainant's Particulars** (The complainant's role is a witness in the complaint and **must** provide his/her name, HKID/Passport number, contact telephone number and business or residential address for the purposes of follow up and the issuance of summons to give evidence if required.)

Name:	(Mr / Mrs / Ms / Miss)		
HK Identity Card/Passport No:	Telephone No.		
Correspondence address:			
Email address:			

II. Complainee's Particulars

Name/Company Name	Address	Licence No.

- III. Complaint Details** (Information provided by the complainant will only be used for purposes related to the complaint. If there is insufficient information to establish the complaint, the Estate Agents Authority (EAA) will not be able to proceed with the complaint.)

<p>1. Forms of advertisement ("Ad") displayed</p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Shop Ad</td> <td><input type="checkbox"/> Bills</td> <td><input type="checkbox"/> Website</td> <td><input type="checkbox"/> Newspaper</td> <td><input type="checkbox"/> Magazine</td> <td><input type="checkbox"/> Mobile Ad</td> </tr> <tr> <td><input type="checkbox"/> Leaflet</td> <td><input type="checkbox"/> Postcard</td> <td><input type="checkbox"/> Poster</td> <td><input type="checkbox"/> Bill Board</td> <td><input type="checkbox"/> Placard</td> <td><input type="checkbox"/> Banner</td> </tr> <tr> <td><input type="checkbox"/> Pull-up</td> <td><input type="checkbox"/> Email</td> <td><input type="checkbox"/> Mail</td> <td><input type="checkbox"/> Film</td> <td><input type="checkbox"/> Instagram</td> <td><input type="checkbox"/> TV</td> </tr> <tr> <td><input type="checkbox"/> SMS</td> <td><input type="checkbox"/> Fax</td> <td><input type="checkbox"/> Webpage</td> <td><input type="checkbox"/> Online Log</td> <td><input type="checkbox"/> Facebook</td> <td><input type="checkbox"/> Others_____</td> </tr> </table> <p>2. Types of property promoted</p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> First-hand Residential</td> <td><input type="checkbox"/> Village House</td> <td><input type="checkbox"/> Street Shop</td> <td><input type="checkbox"/> Office</td> <td><input type="checkbox"/> Overseas Property</td> </tr> <tr> <td><input type="checkbox"/> Second-hand Residential</td> <td><input type="checkbox"/> Subdivided Unit</td> <td><input type="checkbox"/> Upstairs Shop</td> <td><input type="checkbox"/> Mall</td> <td><input type="checkbox"/> Others _____</td> </tr> <tr> <td><input type="checkbox"/> Subsidized Housing</td> <td><input type="checkbox"/> Factory Building</td> <td><input type="checkbox"/> Car Park</td> <td><input type="checkbox"/> Land</td> <td></td> </tr> </table> <p>3. Where was the advertisement located? (Include building name and address, street name and number, website name and hyperlink, magazine name and page number)</p> <p>_____</p> <p>4. When did the advertisement appear?</p> <p>_____</p> <p>5. What were the irregularities concerning the advertisement? (e.g. wrong property information (such as price, area, facing direction and floor etc.); causing obstruction or annoyance etc.)</p> <p>_____</p> <p>_____</p> <p>6. What is your role in this complaint?</p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Vendor</td> <td><input type="checkbox"/> Purchaser</td> <td><input type="checkbox"/> Landlord / Leasor</td> <td><input type="checkbox"/> Tenant</td> <td><input type="checkbox"/> Estate Agent / Salesperson</td> </tr> <tr> <td colspan="5"><input type="checkbox"/> Others (specify)_____</td> </tr> </table> <p><input type="checkbox"/> Please state how you know that the advertisement may breach the regulations if you are not the Vendor / Landlord / Leasor _____</p> <p>_____</p>	<input type="checkbox"/> Shop Ad	<input type="checkbox"/> Bills	<input type="checkbox"/> Website	<input type="checkbox"/> Newspaper	<input type="checkbox"/> Magazine	<input type="checkbox"/> Mobile Ad	<input type="checkbox"/> Leaflet	<input type="checkbox"/> Postcard	<input type="checkbox"/> Poster	<input type="checkbox"/> Bill Board	<input type="checkbox"/> Placard	<input type="checkbox"/> Banner	<input type="checkbox"/> Pull-up	<input type="checkbox"/> Email	<input type="checkbox"/> Mail	<input type="checkbox"/> Film	<input type="checkbox"/> Instagram	<input type="checkbox"/> TV	<input type="checkbox"/> SMS	<input type="checkbox"/> Fax	<input type="checkbox"/> Webpage	<input type="checkbox"/> Online Log	<input type="checkbox"/> Facebook	<input type="checkbox"/> Others_____	<input type="checkbox"/> First-hand Residential	<input type="checkbox"/> Village House	<input type="checkbox"/> Street Shop	<input type="checkbox"/> Office	<input type="checkbox"/> Overseas Property	<input type="checkbox"/> Second-hand Residential	<input type="checkbox"/> Subdivided Unit	<input type="checkbox"/> Upstairs Shop	<input type="checkbox"/> Mall	<input type="checkbox"/> Others _____	<input type="checkbox"/> Subsidized Housing	<input type="checkbox"/> Factory Building	<input type="checkbox"/> Car Park	<input type="checkbox"/> Land		<input type="checkbox"/> Vendor	<input type="checkbox"/> Purchaser	<input type="checkbox"/> Landlord / Leasor	<input type="checkbox"/> Tenant	<input type="checkbox"/> Estate Agent / Salesperson	<input type="checkbox"/> Others (specify)_____				
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7. Are you willing to testify as a witness and/or provide a detailed statement?

Willing Unwilling

8. Do you have any other information (e.g. Estate Agency Agreement (Form 3) or (Form 5) or other document, witness or photo) to support your complaint?

Yes (Please describe in detail) _____ No

IV. Supplementary Information (If any)

_____ _____ _____ _____ _____ _____
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V. Notice

1. Information provided by the complainant will only be used for purposes which are related to the complaint. If there is insufficient information to establish the complaint, the EAA will not be able to proceed with the complaint. Please refer to the “Important Notice to Complainants” in the following website: (<http://www.eaa.org.hk/zh-hk/Complaint/Important-Notice-to-Complainants>)
2. All personal data submitted by the complainant may be transferred to parties who will be involved in the processing of the complaint and the undertaking of disciplinary proceedings, or to such persons and agencies who are authorized to receive information relating to undertaking disciplinary action, law enforcement, prosecution, review of decision or carrying out the functions of the EAA under the Ordinance.
3. If you are unwilling to testify as a witness and/or provide a detailed statement, the EAA will not inform you of the progress and result of the complaint.

VI. Declaration

I hereby declare — The information that I provide in this form is true to the best of my knowledge and belief.

Warning : Complainant should provide true and accurate information according to his/her knowledge and belief, failing which there may be legal consequences. Besides, under Section 55(1)(j) of the Estate Agents Ordinance, Cap 511, any person who, without reasonable excuse, obstructs the EAA or any person in the exercise or performance of any of its or his functions commits an offence.

Signed by the complainant

Date