

**Banking complaint cases being handled by the HKMA**

<b>February 2014</b>	Conduct issue	Service quality issue / commercial dispute	Total
<b>In progress</b> as at 31 Jan 2014	271	250	<b>521</b>
<b>Received</b> in Feb 2014	16	55	<b>71</b>
<b>Completed</b> in Feb 2014	(56)	(63)	<b>(119)</b>
<b>In progress</b> as at <b>28 Feb 2014</b>	231	242	<b>473</b>