

Banking complaints handled by HKMA

October 2014	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 Sep 2014	176	264	440
Received in Oct 2014	6	66	72
Completed in Oct 2014	(14)	(112)	(126)
In progress as at 31 Oct 2014	168	218	386

Note

These are complaints concerning service quality and commercial disputes