

Banking complaints handled by HKMA

December 2014	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 Nov 2014	172	213	385
Received in Dec 2014	5	102	107
Completed in Dec 2014	(17)	(75)	(92)
In progress as at 31 Dec 2014	160	240	400

Note

These are complaints concerning service quality and commercial disputes.