

Banking complaints handled by HKMA

| March 2015 | Conduct-related issues | General banking services^{Note} | Total |
|--------------------------------------|-----------------------------------|--|--------------|
| In progress as at 28 Feb 2015 | 176 | 288 | 464 |
| Received in Mar 2015 | 10 | 100 | 110 |
| Completed in Mar 2015 | (16) | (113) | (129) |
| In progress as at 31 Mar 2015 | 170 | 275 | 445 |
| | | | |

Note

These are complaints concerning service quality and commercial disputes.