

**Banking complaints handled by HKMA**

<b>September 2015</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress</b> as at 31 August 2015	189	472	<b>661</b>
<b>Received</b> in September 2015	22	116	<b>138</b>
<b>Completed</b> in September 2015	(14)	(98)	<b>(112)</b>
<b>In progress</b> as at <b>30 September 2015</b>	197	490	<b>687</b>

Note

These are complaints concerning service quality and commercial disputes.