

Banking complaints handled by HKMA

January 2016	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 December 2015	218	321	539
Received in January 2016	33	121	154
Completed in January 2016	(9)	(32)	(41)
In progress as at 31 January 2016	242	410	652

Note

These are complaints concerning service quality and commercial disputes.