

Banking complaints handled by HKMA

February 2016	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 January 2016	242	410	652
Received in February 2016	9	95	104
Completed in February 2016	(15)	(96)	(111)
In progress as at 29 February 2016	236	409	645

Note

These are complaints concerning service quality and commercial disputes.