

Banking complaints handled by HKMA

March 2016	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 29 February 2016	236	409	645
Received in March 2016	22	112	134
Completed in March 2016	(13)	(141)	(154)
In progress as at 31 March 2016	245	380	625

Note

These are complaints concerning service quality and commercial disputes.