

**Banking complaints handled by HKMA**

<b>April 2016</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress</b> as at 31 March 2016	245	380	<b>625</b>
<b>Received</b> in April 2016	22	120	<b>142</b>
<b>Completed</b> in April 2016	(20)	(134)	<b>(154)</b>
<b>In progress</b> as at <b>30 April 2016</b>	247	366	<b>613</b>

Note

These are complaints concerning service quality and commercial disputes.