

Banking complaints handled by HKMA

June 2016	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 May 2016	250	338	588
Received in June 2016	28	138	166
Completed in June 2016	(15)	(132)	(147)
In progress as at 30 June 2016	263	344	607

Note

These are complaints concerning service quality and commercial disputes.