

Banking complaints handled by HKMA

July 2016	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 June 2016	263	344	607
Received in July 2016	17	135	152
Completed in July 2016	(24)	(125)	(149)
In progress as at 31 July 2016	256	354	610

Note

These are complaints concerning service quality and commercial disputes.