

**Banking complaints handled by HKMA**

<b>August 2016</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress as at 31 July 2016</b>	256	354	<b>610</b>
<b>Received in August 2016</b>	20	153	<b>173</b>
<b>Completed in August 2016</b>	(15)	(142)	<b>(157)</b>
<b>In progress as at 31 August 2016</b>	261	365	<b>626</b>

Note

These are complaints concerning service quality and commercial disputes.