

**Banking complaints handled by HKMA**

<b>October 2016</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 September 2016</b>	257	393	<b>650</b>
<b>Received in October 2016</b>	20	120	<b>140</b>
<b>Completed in October 2016</b>	(18)	(178)	<b>(196)</b>
<b>In progress as at 31 October 2016</b>	259	335	<b>594</b>

Note

These are complaints concerning service quality and commercial disputes.