

Banking complaints handled by HKMA

November 2016	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 October 2016	259	335	594
Received in November 2016	19	122	141
Completed in November 2016	(35)	(138)	(173)
In progress as at 30 November 2016	243	319	562

Note

These are complaints concerning service quality and commercial disputes.