

Banking complaints handled by HKMA

December 2016	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 November 2016	243	319	562
Received in December 2016	21	106	127
Completed in December 2016	(21)	(113)	(134)
In progress as at 31 December 2016	243	312	555

Note

These are complaints concerning service quality and commercial disputes.