

**Banking complaints handled by HKMA**

<b>March 2017</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 28 February 2017</b>	242	346	<b>588</b>
<b>Received in March 2017</b>	28	139	<b>167</b>
<b>Completed in March 2017</b>	(41)	(123)	<b>(164)</b>
<b>In progress as at 31 March 2017</b>	229	362	<b>591</b>

Note

These are complaints concerning service quality and commercial disputes.