

**Banking complaint cases being handled by the HKMA**

<b>October 2012</b>	Conduct issue	Service quality issue / commercial dispute	Total
<b>In progress</b> as at 30 Sep 2012	842	557	<b>1,399</b>
<b>Received</b> in Oct 2012	21	61	<b>82</b>
<b>Completed</b> in Oct 2012	(50)	(60)	<b>(110)</b>
<b>In progress</b> as at <b>31 Oct 2012</b>	813	558	<b>1,371</b>