

Banking complaint cases being handled by the HKMA

December 2012	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 30 Nov 2012 ^{Note}	790	572	1,362
Received in Dec 2012	10	64	74
Completed in Dec 2012	(85)	(38)	(123)
In progress as at 31 Dec 2012	715	598	1,313

Note

The related figures have been adjusted after reclassification of certain complaints.