

Banking complaint cases being handled by the HKMA

January 2013	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 31 Dec 2012 ^{Note}	719	594	1,313
Received in Jan 2013	15	87	102
Completed in Jan 2013	(44)	(52)	(96)
In progress as at 31 Jan 2013	690	629	1,319

Note

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