

Banking complaint cases being handled by the HKMA

February 2013	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 31 Jan 2013 ^{Note}	688	631	1,319
Received in Feb 2013	8	46	54
Completed in Feb 2013	(34)	(36)	(70)
In progress as at 28 Feb 2013	662	641	1,303

Note

Some figures have been adjusted after reclassification of certain complaints.