

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

<b>March 2013</b>	Conduct issue	Service quality issue / commercial dispute	Total
<b>In progress</b> as at 28 Feb 2013 <sup>Note</sup>	664	639	<b>1,303</b>
<b>Received</b> in Mar 2013	12	58	<b>70</b>
<b>Completed</b> in Mar 2013	(31)	(68)	<b>(99)</b>
<b>In progress</b> as at <b>31 Mar 2013</b>	645	629	<b>1,274</b>

Note

Some figures have been adjusted after reclassification of certain complaints.