

Banking complaint cases being handled by the HKMA

April 2013	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 31 Mar 2013 ^{Note}	649	625	1,274
Received in Apr 2013	7	77	84
Completed in Apr 2013	(24)	(64)	(88)
In progress as at 30 Apr 2013	632	638	1,270

Note

Some figures have been adjusted after reclassification of certain complaints.