

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

<b>August 2013</b>	Conduct issue	Service quality issue / commercial dispute	Total
<b>In progress</b> as at 31 Jul 2013	483	398	<b>881</b>
<b>Received</b> in Aug 2013	28	86	<b>114</b>
<b>Completed</b> in Aug 2013	(74)	(130)	<b>(204)</b>
<b>In progress</b> as at <b>31 Aug 2013</b>	437	354	<b>791</b>