

Banking complaint cases being handled by the HKMA

December 2013	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 30 Nov 2013	333	265	598
Received in Dec 2013	28	56	84
Completed in Dec 2013	(69)	(113)	(182)
In progress as at 31 Dec 2013	292	208	500