

Banking complaint cases being handled by the HKMA

January 2014	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 31 Dec 2013	292	208	500
Received in Jan 2014	25	105	130
Completed in Jan 2014	(46)	(63)	(109)
In progress as at 31 Jan 2014	271	250	521