

Banking complaints handled by HKMA

March 2014	Conduct-related issues	General banking services^{Note}	Total
In progress as at 28 Feb 2014	231	242	473
Received in Mar 2014	26	98	124
Completed in Mar 2014	(28)	(103)	(131)
In progress as at 31 Mar 2014	229	237	466

Note

These are complaints concerning service quality and commercial disputes