

Banking complaints handled by HKMA

| April 2014 | Conduct-related issues | General banking services ^{Note} | Total |
|---|------------------------|--|--------------|
| In progress as at 31 Mar 2014 | 229 | 237 | 466 |
| Received in Apr 2014 | 12 | 81 | 93 |
| Completed in Apr 2014 | (34) | (82) | (116) |
| In progress as at 30 Apr 2014 | 207 | 236 | 443 |

Note

These are complaints concerning service quality and commercial disputes