

Banking complaints handled by HKMA

May 2014	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 Apr 2014	207	236	443
Received in May 2014	12	101	113
Completed in May 2014	(26)	(81)	(107)
In progress as at 31 May 2014	193	256	449

Note

These are complaints concerning service quality and commercial disputes