

### **Banking complaints handled by HKMA**

<b>July 2014</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress</b> as at 30 Jun 2014	187	271	<b>458</b>
<b>Received</b> in Jul 2014	6	131	<b>137</b>
<b>Completed</b> in Jul 2014	(21)	(101)	<b>(122)</b>
<b>In progress</b> as at 31 Jul 2014	172	301	<b>473</b>

Note

These are complaints concerning service quality and commercial disputes