

Banking complaints handled by HKMA

September 2014	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Aug 2014	173	269	442
Received in Sep 2014	15	84	99
Completed in Sep 2014	(12)	(89)	(101)
In progress as at 30 Sep 2014	176	264	440

Note

These are complaints concerning service quality and commercial disputes