

Banking complaints handled by HKMA

November 2014	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Oct 2014	168	218	386
Received in Nov 2014	14	76	90
Completed in Nov 2014	(10)	(81)	(91)
In progress as at 30 Nov 2014	172	213	385

Note

These are complaints concerning service quality and commercial disputes.