

Banking complaints handled by HKMA

January 2015	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Dec 2014	160	240	400
Received in Jan 2015	24	121	145
Completed in Jan 2015	(13)	(84)	(97)
In progress as at 31 Jan 2015	171	277	448

Note

These are complaints concerning service quality and commercial disputes.