

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

<b>February 2015</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress</b> as at 31 Jan 2015	171	277	<b>448</b>
<b>Received</b> in Feb 2015	15	92	<b>107</b>
<b>Completed</b> in Feb 2015	(10)	(81)	<b>(91)</b>
<b>In progress</b> as at 28 Feb 2015	176	288	<b>464</b>

Note

These are complaints concerning service quality and commercial disputes.