

Banking complaints handled by HKMA

April 2015	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Mar 2015	170	275	445
Received in Apr 2015	18	92	110
Completed in Apr 2015	(11)	(86)	(97)
In progress as at 30 Apr 2015	177	281	458

Note

These are complaints concerning service quality and commercial disputes.