

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

<b>May 2015</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress</b> as at 30 Apr 2015	177	281	<b>458</b>
<b>Received</b> in May 2015	13	105	<b>118</b>
<b>Completed</b> in May 2015	(15)	(80)	<b>(95)</b>
<b>In progress</b> as at <b>31 May 2015</b>	175	306	<b>481</b>

Note

These are complaints concerning service quality and commercial disputes.