

Banking complaints handled by HKMA

July 2015	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 June 2015	171	377	548
Received in July 2015	22	141	163
Completed in July 2015	(13)	(100)	(113)
In progress as at 31 July 2015	180	418	598

Note

These are complaints concerning service quality and commercial disputes.