

Banking complaints handled by HKMA

October 2015	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 September 2015	197	490	687
Received in October 2015	30	99	129
Completed in October 2015	(12)	(121)	(133)
In progress as at 31 October 2015	215	468	683

Note

These are complaints concerning service quality and commercial disputes.