

Banking complaint cases being handled by the HKMA

October 2012	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 30 Sep 2012	842	557	1,399
Received in Oct 2012	21	61	82
Completed in Oct 2012	(50)	(60)	(110)
In progress as at 31 Oct 2012	813	558	1,371