

Banking complaint cases being handled by the HKMA

November 2012	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 31 Oct 2012 ^{Note}	811	560	1,371
Received in Nov 2012	16	72	88
Completed in Nov 2012	(40)	(57)	(97)
In progress as at 30 Nov 2012	787	575	1,362

Note

The related figures have been adjusted after reclassification of certain complaints.