

**Banking complaint cases being handled by the HKMA**

<b>May 2013</b>	Conduct issue	Service quality issue / commercial dispute	Total
<b>In progress</b> as at 30 Apr 2013	632	638	1,270
<b>Received</b> in May 2013	5	90	95
<b>Completed</b> in May 2013	(33)	(106)	<b>(139)</b>
<b>In progress</b> as at 31 May 2013	604	622	<b>1,226</b>