

Banking complaint cases being handled by the HKMA

June 2013	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 31 May 2013	604	622	1,226
Received in Jun 2013	10	70	80
Completed in Jun 2013	(80)	(231)	(311)
In progress as at 30 Jun 2013	534	461	995