

Banking complaint cases being handled by the HKMA

July 2013	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 30 Jun 2013	534	461	995
Received in Jul 2013	27	104	131
Completed in Jul 2013	(78)	(167)	(245)
In progress as at 31 Jul 2013	483	398	881