

Banking complaint cases being handled by the HKMA

September 2013	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 31 Aug 2013	437	354	791
Received in Sep 2013	17	75	92
Completed in Sep 2013	(43)	(131)	(174)
In progress as at 30 Sep 2013	411	298	709