

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

<b>October 2013</b>	Conduct issue	Service quality issue / commercial dispute	Total
<b>In progress</b> as at 30 Sep 2013	411	298	<b>709</b>
<b>Received</b> in Oct 2013	26	79	<b>105</b>
<b>Completed</b> in Oct 2013	(47)	(111)	<b>(158)</b>
<b>In progress</b> as at 31 Oct 2013	390	266	<b>656</b>