

Banking complaint cases being handled by the HKMA

November 2013	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 31 Oct 2013	390	266	656
Received in Nov 2013	21	83	104
Completed in Nov 2013	(78)	(84)	(162)
In progress as at 30 Nov 2013	333	265	598