

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

<b>December 2013</b>	<b>Conduct issue</b>	<b>Service quality issue / commercial dispute</b>	<b>Total</b>
<b>In progress as at 30 Nov 2013</b>	333	265	<b>598</b>
<b>Received in Dec 2013</b>	28	56	<b>84</b>
<b>Completed in Dec 2013</b>	(69)	(113)	<b>(182)</b>
<b>In progress as at 31 Dec 2013</b>	292	208	<b>500</b>