

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

<b>January 2014</b>	Conduct issue	Service quality issue / commercial dispute	Total
<b>In progress</b> as at 31 Dec 2013	292	208	<b>500</b>
<b>Received</b> in Jan 2014	25	105	<b>130</b>
<b>Completed</b> in Jan 2014	(46)	(63)	<b>(109)</b>
<b>In progress</b> as at 31 Jan 2014	271	250	<b>521</b>