

Banking complaint cases being handled by the HKMA

February 2014	Conduct issue	Service quality issue / commercial dispute	Total
In progress as at 31 Jan 2014	271	250	521
Received in Feb 2014	16	55	71
Completed in Feb 2014	(56)	(63)	(119)
In progress as at 28 Feb 2014	231	242	473