

### **Banking complaints handled by HKMA**

<b>March 2014</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 28 Feb 2014</b>	231	242	<b>473</b>
<b>Received in Mar 2014</b>	26	98	<b>124</b>
<b>Completed in Mar 2014</b>	(28)	(103)	<b>(131)</b>
<b>In progress as at 31 Mar 2014</b>	229	237	<b>466</b>

Note

These are complaints concerning service quality and commercial disputes