

Banking complaints handled by HKMA

April 2014	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 Mar 2014	229	237	466
Received in Apr 2014	12	81	93
Completed in Apr 2014	(34)	(82)	(116)
In progress as at 30 Apr 2014	207	236	443

Note

These are complaints concerning service quality and commercial disputes