

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

<b>May 2014</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress</b> as at 30 Apr 2014	207	236	<b>443</b>
<b>Received</b> in May 2014	12	101	<b>113</b>
<b>Completed</b> in May 2014	(26)	(81)	<b>(107)</b>
<b>In progress</b> as at <b>31 May 2014</b>	193	256	<b>449</b>

Note

These are complaints concerning service quality and commercial disputes