

Banking complaints handled by HKMA

June 2014	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 May 2014	193	256	449
Received in Jun 2014	11	94	105
Completed in Jun 2014	(17)	(79)	(96)
In progress as at 30 Jun 2014	187	271	458

Note

These are complaints concerning service quality and commercial disputes