

Banking complaints handled by HKMA

July 2014	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 Jun 2014	187	271	458
Received in Jul 2014	6	131	137
Completed in Jul 2014	(21)	(101)	(122)
In progress as at 31 Jul 2014	172	301	473

Note

These are complaints concerning service quality and commercial disputes