

Banking complaints handled by HKMA

August 2014	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Jul 2014	172	301	473
Received in Aug 2014	16	77	93
Completed in Aug 2014	(15)	(109)	(124)
In progress as at 31 Aug 2014	173	269	442

Note

These are complaints concerning service quality and commercial disputes