

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

<b>October 2014</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 Sep 2014</b>	176	264	<b>440</b>
<b>Received in Oct 2014</b>	6	66	<b>72</b>
<b>Completed in Oct 2014</b>	(14)	(112)	<b>(126)</b>
<b>In progress as at 31 Oct 2014</b>	168	218	<b>386</b>

Note

These are complaints concerning service quality and commercial disputes