

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

<b>December 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 Nov 2014	172	213	<b>385</b>
<b>Received</b> in Dec 2014	5	102	<b>107</b>
<b>Completed</b> in Dec 2014	(17)	(75)	<b>(92)</b>
<b>In progress</b> as at <b>31 Dec 2014</b>	160	240	<b>400</b>

Note

These are complaints concerning service quality and commercial disputes.