

Banking complaints handled by HKMA

February 2015	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Jan 2015	171	277	448
Received in Feb 2015	15	92	107
Completed in Feb 2015	(10)	(81)	(91)
In progress as at 28 Feb 2015	176	288	464

Note

These are complaints concerning service quality and commercial disputes.