

Banking complaints handled by HKMA

March 2015	Conduct-related issues	General banking services^{Note}	Total
In progress as at 28 Feb 2015	176	288	464
Received in Mar 2015	10	100	110
Completed in Mar 2015	(16)	(113)	(129)
In progress as at 31 Mar 2015	170	275	445

Note

These are complaints concerning service quality and commercial disputes.