

Banking complaints handled by HKMA

May 2015	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 Apr 2015	177	281	458
Received in May 2015	13	105	118
Completed in May 2015	(15)	(80)	(95)
In progress as at 31 May 2015	175	306	481

Note

These are complaints concerning service quality and commercial disputes.