

Banking complaints handled by HKMA

June 2015	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 May 2015	175	306	481
Received in June 2015	24	132	156
Completed in June 2015	(28)	(61)	(89)
In progress as at 30 June 2015	171	377	548

Note

These are complaints concerning service quality and commercial disputes.