

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

<b>July 2015</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress</b> as at 30 June 2015	171	377	<b>548</b>
<b>Received</b> in July 2015	22	141	<b>163</b>
<b>Completed</b> in July 2015	(13)	(100)	<b>(113)</b>
<b>In progress</b> as at <b>31 July 2015</b>	180	418	<b>598</b>

Note

These are complaints concerning service quality and commercial disputes.