

Banking complaints handled by HKMA

August 2015	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 July 2015	180	418	598
Received in August 2015	20	142	162
Completed in August 2015	(11)	(88)	(99)
In progress as at 31 August 2015	189	472	661

Note

These are complaints concerning service quality and commercial disputes.