

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

<b>October 2015</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress</b> as at 30 September 2015	197	490	<b>687</b>
<b>Received</b> in October 2015	30	99	<b>129</b>
<b>Completed</b> in October 2015	(12)	(121)	<b>(133)</b>
<b>In progress</b> as at <b>31 October 2015</b>	215	468	<b>683</b>

Note

These are complaints concerning service quality and commercial disputes.