

Banking complaints handled by HKMA

November 2015	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 October 2015	215	468	683
Received in November 2015	29	102	131
Completed in November 2015	(22)	(152)	(174)
In progress as at 30 November 2015	222	418	640

Note

These are complaints concerning service quality and commercial disputes.