

Banking complaints handled by HKMA

December 2015	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 November 2015	222	418	640
Received in December 2015	25	114	139
Completed in December 2015	(29)	(211)	(240)
In progress as at 31 December 2015	218	321	539

Note

These are complaints concerning service quality and commercial disputes.