

**Banking complaints handled by HKMA**

<b>January 2016</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress</b> as at 31 December 2015	218	321	<b>539</b>
<b>Received</b> in January 2016	33	121	<b>154</b>
<b>Completed</b> in January 2016	(9)	(32)	<b>(41)</b>
<b>In progress</b> as at <b>31 January 2016</b>	242	410	<b>652</b>

Note

These are complaints concerning service quality and commercial disputes.