

**Banking complaints handled by HKMA**

<b>March 2016</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress</b> as at 29 February 2016	236	409	<b>645</b>
<b>Received</b> in March 2016	22	112	<b>134</b>
<b>Completed</b> in March 2016	(13)	(141)	<b>(154)</b>
<b>In progress</b> as at <b>31 March 2016</b>	245	380	<b>625</b>

Note

These are complaints concerning service quality and commercial disputes.