

Banking complaints handled by HKMA

May 2016	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 April 2016	247	366	613
Received in May 2016	19	124	143
Completed in May 2016	(16)	(152)	(168)
In progress as at 31 May 2016	250	338	588

Note

These are complaints concerning service quality and commercial disputes.