

Banking complaints handled by HKMA

August 2016	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 July 2016	256	354	610
Received in August 2016	20	153	173
Completed in August 2016	(15)	(142)	(157)
In progress as at 31 August 2016	261	365	626

Note

These are complaints concerning service quality and commercial disputes.