

Banking complaints handled by HKMA

September 2016	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 August 2016	261	365	626
Received in September 2016	17	152	169
Completed in September 2016	(21)	(124)	(145)
In progress as at 30 September 2016	257	393	650

Note

These are complaints concerning service quality and commercial disputes.