

Banking complaints handled by HKMA

October 2016	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 September 2016	257	393	650
Received in October 2016	20	120	140
Completed in October 2016	(18)	(178)	(196)
In progress as at 31 October 2016	259	335	594

Note

These are complaints concerning service quality and commercial disputes.