

**Banking complaints handled by HKMA**

<b>November 2016</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 October 2016</b>	259	335	<b>594</b>
<b>Received in November 2016</b>	19	122	<b>141</b>
<b>Completed in November 2016</b>	(35)	(138)	<b>(173)</b>
<b>In progress as at 30 November 2016</b>	243	319	<b>562</b>

Note

These are complaints concerning service quality and commercial disputes.