

**Banking complaints handled by HKMA**

<b>January 2017</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 December 2016</b>	243	312	<b>555</b>
<b>Received in January 2017</b>	21	104	<b>125</b>
<b>Completed in January 2017</b>	(19)	(78)	<b>(97)</b>
<b>In progress as at 31 January 2017</b>	245	338	<b>583</b>

Note

These are complaints concerning service quality and commercial disputes.