

**Banking complaints handled by HKMA**

<b>February 2017</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 January 2017</b>	245	338	<b>583</b>
<b>Received in February 2017</b>	15	100	<b>115</b>
<b>Completed in February 2017</b>	(18)	(92)	<b>(110)</b>
<b>In progress as at 28 February 2017</b>	242	346	<b>588</b>

Note

These are complaints concerning service quality and commercial disputes.