

Banking complaints handled by HKMA

| March 2017 | Conduct-related issues | General banking services^{Note} | Total |
|---|-------------------------------|--|--------------|
| In progress as at 28 February 2017 | 242 | 346 | 588 |
| Received in March 2017 | 28 | 139 | 167 |
| Completed in March 2017 | (41) | (123) | (164) |
| In progress as at 31 March 2017 | 229 | 362 | 591 |

Note

These are complaints concerning service quality and commercial disputes.