

**Banking complaints handled by HKMA**

<b>May 2017</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 April 2017</b>	231	371	<b>602</b>
<b>Received in May 2017</b>	18	128	<b>146</b>
<b>Completed in May 2017</b>	(45)	(114)	<b>(159)</b>
<b>In progress as at 31 May 2017</b>	204	385	<b>589</b>

Note

These are complaints concerning service quality and commercial disputes.