

Banking complaints handled by HKMA

June 2017	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 May 2017	204	385	589
Received in June 2017	28	141	169
Completed in June 2017	(31)	(135)	(166)
In progress as at 30 June 2017	201	391	592

Note

These are complaints concerning service quality and commercial disputes.