

**Banking complaints handled by HKMA**

<b>September 2017</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 August 2017</b>	184	385	<b>569</b>
<b>Received in September 2017</b>	14	127	<b>141</b>
<b>Completed in September 2017</b>	(36)	(170)	<b>(206)</b>
<b>In progress as at 30 September 2017</b>	162	342	<b>504</b>

## Note

These are complaints concerning service quality and commercial disputes.