

Banking complaints handled by HKMA

November 2017	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 October 2017	161	339	500
Received in November 2017	22	142	164
Completed in November 2017	(69)	(122)	(191)
In progress as at 30 November 2017	114	359	473

Note

These are complaints concerning service quality and commercial disputes.