

**Banking complaints handled by HKMA**

<b>February 2018</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 January 2018</b>	89	392	<b>481</b>
<b>Received in February 2018</b>	12	118	<b>130</b>
<b>Completed in February 2018</b>	(24)	(117)	<b>(141)</b>
<b>In progress as at 28 February 2018</b>	77	393	<b>470</b>

Note

These are complaints concerning service quality and commercial disputes.