

Banking complaints handled by HKMA

April 2018	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 March 2018	74	373	447
Received in April 2018	17	126	143
Completed in April 2018	(15)	(111)	(126)
In progress as at 30 April 2018	76	388	464

Note

These are complaints concerning service quality and commercial disputes.