

Banking complaints handled by HKMA

May 2018	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 April 2018	76	388	464
Received in May 2018	13	144	157
Completed in May 2018	(21)	(142)	(163)
In progress as at 31 May 2018	68	390	458

Note

These are complaints concerning service quality and commercial disputes.