

**Banking complaints handled by HKMA**

<b>June 2018</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress</b> as at 31 May 2018	68	390	<b>458</b>
<b>Received</b> in June 2018	18	126	<b>144</b>
<b>Completed</b> in June 2018	(19)	(157)	<b>(176)</b>
<b>In progress</b> as at <b>30 June 2018</b>	67	359	<b>426</b>

Note

These are complaints concerning service quality and commercial disputes.