

Banking complaints handled by HKMA

July 2018	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 June 2018	67	359	426
Received in July 2018	21	151	172
Completed in July 2018	(13)	(180)	(193)
In progress as at 31 July 2018	75	330	405

Note

These are complaints concerning service quality and commercial disputes.