

Banking complaints handled by HKMA

August 2018	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 July 2018	75	330	405
Received in August 2018	20	140	160
Completed in August 2018	(15)	(168)	(183)
In progress as at 31 August 2018	80	302	382

Note

These are complaints concerning service quality and commercial disputes.