

### **Banking complaints handled by HKMA**

<b>September 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 August 2018	80	302	<b>382</b>
<b>Received in</b> September 2018	17	126	<b>143</b>
<b>Completed in</b> September 2018	(11)	(139)	<b>(150)</b>
<b>In progress as at 30 September 2018</b>	86	289	<b>375</b>

Note

These are complaints concerning service quality and commercial disputes.