

Banking complaints handled by HKMA

October 2018	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 September 2018	86	289	375
Received in October 2018	19	166	185
Completed in October 2018	(15)	(130)	(145)
In progress as at 31 October 2018	90	325	415

Note

These are complaints concerning service quality and commercial disputes.