

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

<b>December 2018</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress</b> as at 30 November 2018	102	383	<b>485</b>
<b>Received in</b> December 2018	19	142	<b>161</b>
<b>Completed in</b> December 2018	(24)	(208)	<b>(232)</b>
<b>In progress as at 31 December 2018</b>	97	317	<b>414</b>

Note

These are complaints concerning service quality and commercial disputes.