

**Banking complaints handled by HKMA**

<b>January 2019</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress</b> as at 31 December 2018	97	317	<b>414</b>
<b>Received in</b> January 2019	15	197	<b>212</b>
<b>Completed in</b> January 2019	(13)	(153)	<b>(166)</b>
<b>In progress as at 31 January 2019</b>	99	361	<b>460</b>

Note

These are complaints concerning service quality and commercial disputes.