

Banking complaints handled by HKMA

February 2019	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 January 2019	99	361	460
Received in February 2019	19	108	127
Completed in February 2019	(15)	(130)	(145)
In progress as at 28 February 2019	103	339	442

Note

These are complaints concerning service quality and commercial disputes.