

Banking complaints handled by HKMA

April 2019	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 March 2019	103	342	445
Received in April 2019	20	149	169
Completed in April 2019	(16)	(161)	(177)
In progress as at 30 April 2019	107	330	437

Note

These are complaints concerning service quality and commercial disputes.