

**Banking complaints handled by HKMA**

<b>May 2019</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress</b> as at 30 April 2019	107	330	<b>437</b>
<b>Received in</b> May 2019	14	173	<b>187</b>
<b>Completed in</b> May 2019	(23)	(168)	<b>(191)</b>
<b>In progress as at 31 May 2019</b>	98	335	<b>433</b>

Note

These are complaints concerning service quality and commercial disputes.