

Banking complaints handled by HKMA

July 2019	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 Jun 2019	91	343	434
Received in Jul 2019	12	139	151
Completed in Jul 2019	(16)	(171)	(187)
In progress as at 31 Jul 2019	87	311	398

Note

These are complaints concerning service quality and commercial disputes.