

Banking complaints handled by HKMA

August 2019	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 Jul 2019	87	311	398
Received in Aug 2019	27	137	164
Completed in Aug 2019	(15)	(120)	(135)
In progress as at 31 Aug 2019	99	328	427

Note

These are complaints concerning service quality and commercial disputes.