

Banking complaints handled by HKMA

| September 2019 | Conduct-related issues | General banking services ^{Note} | Total |
|--------------------------------------|------------------------|--|--------------|
| In progress as at 31 Aug 2019 | 99 | 328 | 427 |
| Received in Sep 2019 | 15 | 127 | 142 |
| Completed in Sep 2019 | (21) | (160) | (181) |
| In progress as at 30 Sep 2019 | 93 | 295 | 388 |

Note

These are complaints concerning service quality and commercial disputes.