

**Banking complaints handled by HKMA**

<b>November 2019</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress</b> as at 31 Oct 2019	102	309	<b>411</b>
<b>Received in</b> Nov 2019	17	142	<b>159</b>
<b>Completed in</b> Nov 2019	(21)	(126)	<b>(147)</b>
<b>In progress as at 30 Nov 2019</b>	98	325	<b>423</b>

Note

These are complaints concerning service quality and commercial disputes.