

**Banking complaints handled by HKMA**

<b>December 2019</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress</b> as at 30 Nov 2019	98	325	<b>423</b>
<b>Received in</b> Dec 2019	21	135	<b>156</b>
<b>Completed in</b> Dec 2019	(27)	(162)	<b>(189)</b>
<b>In progress as at 31 Dec 2019</b>	92	298	<b>390</b>

Note

These are complaints concerning service quality and commercial disputes.