

Banking complaints handled by HKMA

February 2020	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Jan 2020	106	315	421
Received in Feb 2020	6	75	81
Completed in Feb 2020	(11)	(116)	(127)
In progress as at 29 Feb 2020	101	274	375

Note

These are complaints concerning service quality and commercial disputes.