

Banking complaints handled by HKMA

April 2020	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Mar 2020	96	346	442
Received in Apr 2020	20	187	207
Completed in Apr 2020	(14)	(117)	(131)
In progress as at 30 Apr 2020	102	416	518

Note

These are complaints concerning service quality and commercial disputes.