

**Banking complaints handled by HKMA**

<b>May 2020</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 Apr 2020</b>	102	416	<b>518</b>
<b>Received in May 2020</b>	37	214	<b>251</b>
<b>Completed in May 2020</b>	(18)	(213)	<b>(231)</b>
<b>In progress as at 31 May 2020</b>	121	417	<b>538</b>

Note

These are complaints concerning service quality and commercial disputes.