

Banking complaints handled by HKMA

June 2020	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 May 2020	121	417	538
Received in Jun 2020	28	254	282
Completed in Jun 2020	(24)	(175)	(199)
In progress as at 30 Jun 2020	125	496	621

Note

These are complaints concerning service quality and commercial disputes.