

Banking complaints handled by HKMA

July 2020	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 Jun 2020	125	496	621
Received in Jul 2020	21	240	261
Completed in Jul 2020	(18)	(234)	(252)
In progress as at 31 Jul 2020	128	502	630

Note

These are complaints concerning service quality and commercial disputes.