

Banking complaints handled by HKMA

September 2020	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Aug 2020	133	476	609
Received in Sep 2020	18	198	216
Completed in Sep 2020	(17)	(193)	(210)
In progress as at 30 Sep 2020	134	481	615

Note

These are complaints concerning service quality and commercial disputes.