

### **Banking complaints handled by HKMA**

<b>October 2020</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 Sep 2020</b>	134	481	<b>615</b>
<b>Received in Oct 2020</b>	66	166	<b>232</b>
<b>Completed in Oct 2020</b>	(29)	(250)	<b>(279)</b>
<b>In progress as at 31 Oct 2020</b>	171	397	<b>568</b>

Note

These are complaints concerning service quality and commercial disputes.