

Banking complaints handled by HKMA

November 2020	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Oct 2020	171	397	568
Received in Nov 2020	27	166	193
Completed in Nov 2020	(25)	(180)	(205)
In progress as at 30 Nov 2020	173	383	556

Note

These are complaints concerning service quality and commercial disputes.