

Banking complaints handled by HKMA

December 2020	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 Nov 2020	173	383	556
Received in Dec 2020	34	169	203
Completed in Dec 2020	(25)	(183)	(208)
In progress as at 31 Dec 2020	182	369	551

Note

These are complaints concerning service quality and commercial disputes.