

Banking complaints handled by HKMA

January 2021	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Dec 2020	182	369	551
Received in Jan 2021	33	212	245
Completed in Jan 2021	(14)	(157)	(171)
In progress as at 31 Jan 2021	201	424	625

Note

These are complaints concerning service quality and commercial disputes.