

Banking complaints handled by HKMA

July 2017	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 June 2017	201	391	592
Received in July 2017	16	155	171
Completed in July 2017	(20)	(148)	(168)
In progress as at 31 July 2017	197	398	595

Note

These are complaints concerning service quality and commercial disputes.