

**Banking complaints handled by HKMA**

<b>March 2019</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress</b> as at 28 February 2019	103	339	<b>442</b>
<b>Received in</b> March 2019	20	137	<b>157</b>
<b>Completed in</b> March 2019	(20)	(134)	<b>(154)</b>
<b>In progress as at 31 March 2019</b>	103	342	<b>445</b>

Note

These are complaints concerning service quality and commercial disputes.