

Banking complaints handled by HKMA

| October 2019 | Conduct-related issues | General banking services ^{Note} | Total |
|--------------------------------------|------------------------|--|--------------|
| In progress as at 30 Sep 2019 | 93 | 295 | 388 |
| Received in Oct 2019 | 20 | 163 | 183 |
| Completed in Oct 2019 | (11) | (149) | (160) |
| In progress as at 31 Oct 2019 | 102 | 309 | 411 |

Note

These are complaints concerning service quality and commercial disputes.