

**Banking complaints handled by HKMA**

<b>March 2020</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress as at 29 Feb 2020</b>	101	274	<b>375</b>
<b>Received in Mar 2020</b>	18	224	<b>242</b>
<b>Completed in Mar 2020</b>	(23)	(152)	<b>(175)</b>
<b>In progress as at 31 Mar 2020</b>	96	346	<b>442</b>

Note

These are complaints concerning service quality and commercial disputes.