

Banking complaints handled by HKMA

August 2020	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 Jul 2020	128	502	630
Received in Aug 2020	18	178	196
Completed in Aug 2020	(13)	(204)	(217)
In progress as at 31 Aug 2020	133	476	609

Note

These are complaints concerning service quality and commercial disputes.