

### **Banking complaints handled by HKMA**

<b>March 2021</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 28 Feb 2021</b>	196	437	<b>633</b>
<b>Received in Mar 2021</b>	35	255	<b>290</b>
<b>Completed in Mar 2021</b>	(68)	(202)	<b>(270)</b>
<b>In progress as at 31 Mar 2021</b>	163	490	<b>653</b>

Note

These are complaints concerning service quality and commercial disputes.