

Banking complaints handled by HKMA

April 2021	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Mar 2021	163	490	653
Received in Apr 2021	25	197	222
Completed in Apr 2021	(41)	(188)	(229)
In progress as at 30 Apr 2021	147	499	646

Note

These are complaints concerning service quality and commercial disputes.