

**Banking complaints handled by HKMA**

| <b>Jun 2021</b>                      | <b>Conduct-related issues</b> | <b>General banking services<sup>Note</sup></b> | <b>Total</b> |
|--------------------------------------|-------------------------------|--|--------------|
| <b>In progress as at 31 May 2021</b> | 160                           | 530  | <b>690</b>   |
| <b>Received in Jun 2021</b>          | 33                            | 248  | <b>281</b>   |
| <b>Completed in Jun 2021</b>         | (27)                          | (212)  | <b>(239)</b> |
| <b>In progress as at 30 Jun 2021</b> | 166                           | 566  | <b>732</b>   |

Note

These are complaints concerning service quality and commercial disputes.