

Banking complaints handled by HKMA

Aug 2021	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Jul 2021	170	582	752
Received in Aug 2021	26	234	260
Completed in Aug 2021	(36)	(267)	(303)
In progress as at 31 Aug 2021	160	549	709

Note

These are complaints concerning service quality and commercial disputes.