

Banking complaints handled by HKMA

Sep 2021	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Aug 2021	160	549	709
Received in Sep 2021	22	220	242
Completed in Sep 2021	(29)	(262)	(291)
In progress as at 30 Sep 2021	153	507	660

Note

These are complaints concerning service quality and commercial disputes.