

**Banking complaints handled by HKMA**

<b>Oct 2021</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 Sep 2021</b>	153	507	<b>660</b>
<b>Received in Oct 2021</b>	28	215	<b>243</b>
<b>Completed in Oct 2021</b>	(19)	(188)	<b>(207)</b>
<b>In progress as at 31 Oct 2021</b>	162	534	<b>696</b>

Note

These are complaints concerning service quality and commercial disputes.