

Banking complaints handled by HKMA

Feb 2022	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 January 2022	141	487	628
Received in February 2022	15	177	192
Completed in February 2022	(13)	(166)	(179)
In progress as at 28 February 2022	143	498	641

Note

These are complaints concerning service quality and commercial disputes.