

Banking complaints handled by HKMA

Mar 2022	Conduct-related issues	General banking services^{Note}	Total
In progress as at 28 February 2022	143	498	641
Received in March 2022	18	227	245
Completed in March 2022	(34)	(234)	(268)
In progress as at 31 March 2022	127	491	618

Note

These are complaints concerning service quality and commercial disputes.