

Banking complaints handled by HKMA

Apr 2022	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 March 2022	127	491	618
Received in April 2022	26	235	261
Completed in April 2022	(14)	(168)	(182)
In progress as at 30 April 2022	139	558	697

Note

These are complaints concerning service quality and commercial disputes.