

**Banking complaints handled by the HKMA**

<b>Jul 2022</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 June 2022</b>	153	795	<b>948</b>
<b>Received in July 2022</b>	25	258	<b>283</b>
<b>Completed in July 2022</b>	(23)	(255)	<b>(278)</b>
<b>In progress as at 31 July 2022</b>	155	798	<b>953</b>

Note

These are complaints concerning service quality and commercial disputes.