

Banking complaints handled by the HKMA

Aug 2022	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 July 2022	155	798	953
Received in August 2022	41	284	325
Completed in August 2022	(29)	(291)	(320)
In progress as at 31 August 2022	167	791	958

Note

These are complaints concerning service quality and commercial disputes.