

**Banking complaints handled by the HKMA**

<b>Nov 2022</b>	<b>Conduct-related issues</b>	<b>General banking services</b>	<b>Total</b>
<b>In progress as at 31 October 2022</b>	195	773	<b>968</b>
<b>Received in November 2022</b>	44	267	<b>311</b>
<b>Completed in November 2022</b>	(24)	(310)	<b>(334)</b>
<b>In progress as at 30 November 2022</b>	215	730	<b>945</b>