

Banking complaints handled by HKMA

August 2017	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 July 2017	197	398	595
Received in August 2017	27	122	149
Completed in August 2017	(40)	(135)	(175)
In progress as at 31 August 2017	184	385	569

Note

These are complaints concerning service quality and commercial disputes.