

Banking complaints handled by HKMA

September 2017	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 August 2017	184	385	569
Received in September 2017	14	127	141
Completed in September 2017	(36)	(170)	(206)
In progress as at 30 September 2017	162	342	504

Note

These are complaints concerning service quality and commercial disputes.