

Banking complaints handled by HKMA

January 2018	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 December 2017	100	356	456
Received in January 2018	13	164	177
Completed in January 2018	(24)	(128)	(152)
In progress as at 31 January 2018	89	392	481

Note

These are complaints concerning service quality and commercial disputes.