

Banking complaints handled by HKMA

February 2018	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 January 2018	89	392	481
Received in February 2018	12	118	130
Completed in February 2018	(24)	(117)	(141)
In progress as at 28 February 2018	77	393	470

Note

These are complaints concerning service quality and commercial disputes.