

**Banking complaints handled by HKMA**

<b>May 2018</b>	Conduct-related issues	General banking services <sup>Note</sup>	Total
<b>In progress as at 30 April 2018</b>	76	388	<b>464</b>
<b>Received in May 2018</b>	13	144	<b>157</b>
<b>Completed in May 2018</b>	(21)	(142)	<b>(163)</b>
<b>In progress as at 31 May 2018</b>	68	390	<b>458</b>

Note

These are complaints concerning service quality and commercial disputes.