

Performance Pledges

If members of the public send an email to bankcomplaints@hkma.gov.hk, an acknowledgement email will be generated by the system.

All complaints about banking products or services have to be filed in writing using the HKMA's complaint form. When a duly completed complaint form is sent to the HKMA through online submission, an acknowledgement email, which provides a case reference number, will be generated by the system.

Upon receipt of a duly completed complaint form, we will issue a preliminary response in 10 working days.

In respect of complaint-related enquiry, we will respond in 15 working days.