

**Banking complaints handled by HKMA**

<b>April 2017</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 March 2017</b>	229	362	<b>591</b>
<b>Received in April 2017</b>	21	100	<b>121</b>
<b>Completed in April 2017</b>	(19)	(91)	<b>(110)</b>
<b>In progress as at 30 April 2017</b>	231	371	<b>602</b>

Note

These are complaints concerning service quality and commercial disputes.