

Banking complaints handled by HKMA

May 2017	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 April 2017	231	371	602
Received in May 2017	18	128	146
Completed in May 2017	(45)	(114)	(159)
In progress as at 31 May 2017	204	385	589

Note

These are complaints concerning service quality and commercial disputes.