

### **Banking complaints handled by HKMA**

<b>July 2017</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 June 2017</b>	201	391	<b>592</b>
<b>Received in July 2017</b>	16	155	<b>171</b>
<b>Completed in July 2017</b>	(20)	(148)	<b>(168)</b>
<b>In progress as at 31 July 2017</b>	197	398	<b>595</b>

Note

These are complaints concerning service quality and commercial disputes.