

Banking complaints handled by HKMA

October 2017	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 September 2017	162	342	504
Received in October 2017	15	153	168
Completed in October 2017	(16)	(156)	(172)
In progress as at 31 October 2017	161	339	500

Note

These are complaints concerning service quality and commercial disputes.