

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

<b>December 2017</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 November 2017</b>	114	359	<b>473</b>
<b>Received in December 2017</b>	12	138	<b>150</b>
<b>Completed in December 2017</b>	(26)	(141)	<b>(167)</b>
<b>In progress as at 31 December 2017</b>	100	356	<b>456</b>

Note

These are complaints concerning service quality and commercial disputes.