

Banking complaints handled by HKMA

March 2018	Conduct-related issues	General banking services^{Note}	Total
In progress as at 28 February 2018	77	393	470
Received in March 2018	20	135	155
Completed in March 2018	(23)	(155)	(178)
In progress as at 31 March 2018	74	373	447

Note

These are complaints concerning service quality and commercial disputes.