

Banking complaints handled by HKMA

June 2018	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 May 2018	68	390	458
Received in June 2018	18	126	144
Completed in June 2018	(19)	(157)	(176)
In progress as at 30 June 2018	67	359	426

Note

These are complaints concerning service quality and commercial disputes.