

**Banking complaints handled by HKMA**

<b>August 2018</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 July 2018</b>	75	330	<b>405</b>
<b>Received in August 2018</b>	20	140	<b>160</b>
<b>Completed in August 2018</b>	(15)	(168)	<b>(183)</b>
<b>In progress as at 31 August 2018</b>	80	302	<b>382</b>

Note

These are complaints concerning service quality and commercial disputes.