

Banking complaints handled by HKMA

September 2018	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 August 2018	80	302	382
Received in September 2018	17	126	143
Completed in September 2018	(11)	(139)	(150)
In progress as at 30 September 2018	86	289	375

Note

These are complaints concerning service quality and commercial disputes.