

Banking complaints handled by HKMA

November 2018	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 October 2018	90	325	415
Received in November 2018	24	197	221
Completed in November 2018	(12)	(139)	(151)
In progress as at 30 November 2018	102	383	485

Note

These are complaints concerning service quality and commercial disputes.