

Banking complaints handled by HKMA

December 2018	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 November 2018	102	383	485
Received in December 2018	19	142	161
Completed in December 2018	(24)	(208)	(232)
In progress as at 31 December 2018	97	317	414

Note

These are complaints concerning service quality and commercial disputes.