

Banking complaints handled by HKMA

January 2019	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 December 2018	97	317	414
Received in January 2019	15	197	212
Completed in January 2019	(13)	(153)	(166)
In progress as at 31 January 2019	99	361	460

Note

These are complaints concerning service quality and commercial disputes.