

**Banking complaints handled by HKMA**

| <b>April 2019</b>                      | <b>Conduct-related<br/>issues</b> | <b>General banking<br/>services<sup>Note</sup></b> | <b>Total</b> |
|--|-----------------------------------|--|--------------|
| <b>In progress</b> as at 31 March 2019 | 103                               | 342  | <b>445</b>   |
| <b>Received in</b> April 2019          | 20                                | 149  | <b>169</b>   |
| <b>Completed in</b> April 2019         | (16)                              | (161)  | <b>(177)</b> |
| <b>In progress as at 30 April 2019</b> | 107                               | 330  | <b>437</b>   |
|  |                                   |  |              |

Note

These are complaints concerning service quality and commercial disputes.