

Banking complaints handled by HKMA

May 2019	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 April 2019	107	330	437
Received in May 2019	14	173	187
Completed in May 2019	(23)	(168)	(191)
In progress as at 31 May 2019	98	335	433

Note

These are complaints concerning service quality and commercial disputes.