

Banking complaints handled by HKMA

June 2019	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 May 2019	98	335	433
Received in Jun 2019	15	128	143
Completed in Jun 2019	(22)	(120)	(142)
In progress as at 30 Jun 2019	91	343	434

Note

These are complaints concerning service quality and commercial disputes.