

**Banking complaints handled by HKMA**

| <b>September 2019</b>                | Conduct-related issues | General banking services <sup>Note</sup> | Total        |
|--------------------------------------|------------------------|--|--------------|
| <b>In progress</b> as at 31 Aug 2019 | 99                     | 328                                      | <b>427</b>   |
| <b>Received in Sep 2019</b>          | 15                     | 127                                      | <b>142</b>   |
| <b>Completed in Sep 2019</b>         | (21)                   | (160)                                    | <b>(181)</b> |
| <b>In progress as at 30 Sep 2019</b> | 93                     | 295                                      | <b>388</b>   |

Note

These are complaints concerning service quality and commercial disputes.