

Banking complaints handled by HKMA

October 2019	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 Sep 2019	93	295	388
Received in Oct 2019	20	163	183
Completed in Oct 2019	(11)	(149)	(160)
In progress as at 31 Oct 2019	102	309	411

Note

These are complaints concerning service quality and commercial disputes.