

Banking complaints handled by HKMA

November 2019	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 31 Oct 2019	102	309	411
Received in Nov 2019	17	142	159
Completed in Nov 2019	(21)	(126)	(147)
In progress as at 30 Nov 2019	98	325	423

Note

These are complaints concerning service quality and commercial disputes.