

Banking complaints handled by HKMA

December 2019	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 30 Nov 2019	98	325	423
Received in Dec 2019	21	135	156
Completed in Dec 2019	(27)	(162)	(189)
In progress as at 31 Dec 2019	92	298	390

Note

These are complaints concerning service quality and commercial disputes.