

Banking complaints handled by HKMA

January 2020	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Dec 2019	92	298	390
Received in Jan 2020	22	138	160
Completed in Jan 2020	(8)	(121)	(129)
In progress as at 31 Jan 2020	106	315	421

Note

These are complaints concerning service quality and commercial disputes.