

Banking complaints handled by HKMA

March 2020	Conduct-related issues	General banking services^{Note}	Total
In progress as at 29 Feb 2020	101	274	375
Received in Mar 2020	18	224	242
Completed in Mar 2020	(23)	(152)	(175)
In progress as at 31 Mar 2020	96	346	442

Note

These are complaints concerning service quality and commercial disputes.