

**Banking complaints handled by HKMA**

<b>April 2020</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 Mar 2020</b>	96	346	<b>442</b>
<b>Received in Apr 2020</b>	20	187	<b>207</b>
<b>Completed in Apr 2020</b>	(14)	(117)	<b>(131)</b>
<b>In progress as at 30 Apr 2020</b>	102	416	<b>518</b>

Note

These are complaints concerning service quality and commercial disputes.