

**Banking complaints handled by HKMA**

<b>June 2020</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 May 2020</b>	121	417	<b>538</b>
<b>Received in Jun 2020</b>	28	254	<b>282</b>
<b>Completed in Jun 2020</b>	(24)	(175)	<b>(199)</b>
<b>In progress as at 30 Jun 2020</b>	125	496	<b>621</b>

Note

These are complaints concerning service quality and commercial disputes.