

Banking complaints handled by HKMA

October 2020	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 Sep 2020	134	481	615
Received in Oct 2020	66	166	232
Completed in Oct 2020	(29)	(250)	(279)
In progress as at 31 Oct 2020	171	397	568

Note

These are complaints concerning service quality and commercial disputes.