

### **Banking complaints handled by HKMA**

<b>December 2020</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 Nov 2020</b>	173	383	<b>556</b>
<b>Received in Dec 2020</b>	34	169	<b>203</b>
<b>Completed in Dec 2020</b>	(25)	(183)	<b>(208)</b>
<b>In progress as at 31 Dec 2020</b>	182	369	<b>551</b>

Note

These are complaints concerning service quality and commercial disputes.