

**Banking complaints handled by HKMA**

<b>January 2021</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 Dec 2020</b>	182	369	<b>551</b>
<b>Received in Jan 2021</b>	33	212	<b>245</b>
<b>Completed in Jan 2021</b>	(14)	(157)	<b>(171)</b>
<b>In progress as at 31 Jan 2021</b>	201	424	<b>625</b>

Note

These are complaints concerning service quality and commercial disputes.