

Banking complaints handled by HKMA

February 2021	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 Jan 2021	201	424	625
Received in Feb 2021	13	141	154
Completed in Feb 2021	(18)	(128)	(146)
In progress as at 28 Feb 2021	196	437	633

Note

These are complaints concerning service quality and commercial disputes.