

Banking complaints handled by HKMA

March 2021	Conduct-related issues	General banking services^{Note}	Total
In progress as at 28 Feb 2021	196	437	633
Received in Mar 2021	35	255	290
Completed in Mar 2021	(68)	(202)	(270)
In progress as at 31 Mar 2021	163	490	653

Note

These are complaints concerning service quality and commercial disputes.