

Banking complaints handled by HKMA

May 2021	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 Apr 2021	147	499	646
Received in May 2021	32	226	258
Completed in May 2021	(19)	(195)	(214)
In progress as at 31 May 2021	160	530	690

Note

These are complaints concerning service quality and commercial disputes.