

Banking complaints handled by HKMA

Jun 2021	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 May 2021	160	530	690
Received in Jun 2021	33	248	281
Completed in Jun 2021	(27)	(212)	(239)
In progress as at 30 Jun 2021	166	566	732

Note

These are complaints concerning service quality and commercial disputes.