

Banking complaints handled by HKMA

Jul 2021	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 Jun 2021	166	566	732
Received in Jul 2021	27	231	258
Completed in Jul 2021	(23)	(215)	(238)
In progress as at 31 Jul 2021	170	582	752

Note

These are complaints concerning service quality and commercial disputes.