

Banking complaints handled by HKMA

Oct 2021	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 Sep 2021	153	507	660
Received in Oct 2021	28	215	243
Completed in Oct 2021	(19)	(188)	(207)
In progress as at 31 Oct 2021	162	534	696

Note

These are complaints concerning service quality and commercial disputes.