

### **Banking complaints handled by HKMA**

<b>Nov 2021</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 Oct 2021</b>	162	534	<b>696</b>
<b>Received in Nov 2021</b>	13	292	<b>305</b>
<b>Completed in Nov 2021</b>	(32)	(213)	<b>(245)</b>
<b>In progress as at 30 Nov 2021</b>	143	613	<b>756</b>

Note

These are complaints concerning service quality and commercial disputes.