

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

<b>Dec 2021</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 Nov 2021</b>	143	613	<b>756</b>
<b>Received in Dec 2021</b>	22	181	<b>203</b>
<b>Completed in Dec 2021</b>	(31)	(308)	<b>(339)</b>
<b>In progress as at 31 Dec 2021</b>	134	486	<b>620</b>

Note

These are complaints concerning service quality and commercial disputes.