

Banking complaints handled by HKMA

Jan 2022	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 December 2021	134	486	620
Received in January 2022	26	206	232
Completed in January 2022	(19)	(205)	(224)
In progress as at 31 January 2022	141	487	628

Note

These are complaints concerning service quality and commercial disputes.