

**Banking complaints handled by HKMA**

| <b>Apr 2022</b>                        | <b>Conduct-related issues</b> | <b>General banking services<sup>Note</sup></b> | <b>Total</b> |
|--|-------------------------------|--|--------------|
| <b>In progress as at 31 March 2022</b> | 127                           | 491  | <b>618</b>   |
| <b>Received in April 2022</b>          | 26                            | 235  | <b>261</b>   |
| <b>Completed in April 2022</b>         | (14)                          | (168)  | <b>(182)</b> |
| <b>In progress as at 30 April 2022</b> | 139                           | 558  | <b>697</b>   |

Note

These are complaints concerning service quality and commercial disputes.