

Banking complaints handled by the HKMA

May 2022	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 April 2022	139	558	697
Received in May 2022	36	333	369
Completed in May 2022	(20)	(211)	(231)
In progress as at 31 May 2022	155	680	835

Note

These are complaints concerning service quality and commercial disputes.