

Banking complaints handled by the HKMA

Jul 2022	Conduct-related issues	General banking services^{Note}	Total
In progress as at 30 June 2022	153	795	948
Received in July 2022	25	258	283
Completed in July 2022	(23)	(255)	(278)
In progress as at 31 July 2022	155	798	953

Note

These are complaints concerning service quality and commercial disputes.