

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

<b>Aug 2022</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 31 July 2022</b>	155	798	<b>953</b>
<b>Received in August 2022</b>	41	284	<b>325</b>
<b>Completed in August 2022</b>	(29)	(291)	<b>(320)</b>
<b>In progress as at 31 August 2022</b>	167	791	<b>958</b>

Note

These are complaints concerning service quality and commercial disputes.