

Banking complaints handled by the HKMA

Sep 2022	Conduct-related issues	General banking services^{Note}	Total
In progress as at 31 August 2022	167	791	958
Received in September 2022	46	278	324
Completed in September 2022	(21)	(322)	(343)
In progress as at 30 September 2022	192	747	939

Note

These are complaints concerning service quality and commercial disputes.