

## Complaints Watch Issue No. 23

The following is issued on behalf of the Hong Kong Monetary Authority:

The Hong Kong Monetary Authority (HKMA) published today (February 2) the Complaints Watch Issue No. 23, which highlights the latest banking complaint trends, emerging topical issues, and areas that Authorized Institutions (AIs) and members of the public may be alert to. It aims at promoting proper standards of conduct and prudent business practices among AIs as well as fostering financial consumer education.

This issue of Complaints Watch contains two feature articles "E-communication with customers" and "Reporting of conduct incidents". In addition, some tips are shared with banks' complaint handling officers on "Use of Data and Technology".

The [Complaints Watch](#) is available on the HKMA website.