

Complaints Watch Issue No. 25

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

The Hong Kong Monetary Authority (HKMA) published today (January 24) the Complaints Watch Issue No. 25, which highlights the latest banking complaint trends, emerging topical issues, and areas that Authorized Institutions (AIs) should be alert to. The Complaints Watch is a semi-annual publication aiming at promoting proper standards of conduct and prudent business practices among AIs.

In the second half of 2024, the HKMA received 2 039 banking complaints, representing an increase of 32 per cent as compared to the same period last year. The number of complaints about the operation of banking accounts increased notably to a total of 1 030 cases in 2024, with a rise of 64 per cent to 640 cases in the second half of the year. The increase was attributable to more account reviews and increased monitoring undertaken by banks in response to enhanced intelligence sharing between the Police and the banks. As the fraud landscape evolves, the HKMA will continue to promote public-private collaboration in combating fraud, and has also requested banks to improve customer communication so as to keep any inconvenience to customers to a minimum.

This issue of Complaints Watch contains three feature articles "Handling Media Enquiries on Customer Complaints", "Debt Collection Activities Conducted by Purchasers of Bank Debts" and "Liability for Unauthorised Transactions with Lost Credit Card".

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