

Progress in handling of banking complaints by HKMA

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

The Hong Kong Monetary Authority (HKMA) announced today (April 17) the progress made in its handling of banking complaints received as at end-March 2020. Banking complaints include cases concerning general banking services and conduct-related issues.

In March 2020, 242 cases were received and the handling of 175 cases was completed. As at end-March, the handling of 442 cases was in progress.

A table summarising the progress made in the handling of banking complaints by the HKMA is attached.