

Progress in the 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 (June 14) the progress made in its handling of banking complaints received as at end-May 2019. Banking complaints include cases concerning general banking services and conduct-related issues.

In May 2019, 187 cases were received and the handling of 191 cases was completed. As at end-May, the handling of 433 cases was in progress.

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