

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 (December 13) the progress made in its handling of banking complaints received as at end-November 2019. Banking complaints include cases concerning general banking services and conduct-related issues.

In November 2019, 159 cases were received and the handling of 147 cases was completed. As at end-November, the handling of 423 cases was in progress.

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