

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 (January 10) the progress made in its handling of banking complaints received as at end-December 2019. Banking complaints include cases concerning general banking services and conduct-related issues.

In December 2019, 156 cases were received and the handling of 189 cases was completed. As at end-December, the handling of 390 cases was in progress.

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