

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 (October 9) the progress made in its handling of banking complaints received as at end-September 2020. Banking complaints include cases concerning general banking services and conduct-related issues.

In September 2020, 216 cases were received and the handling of 210 cases was completed. As at end-September, the handling of 615 cases was in progress.

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