

Complaints Watch Issue No. 22

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

The Hong Kong Monetary Authority (HKMA) published today (July 26) the Complaints Watch Issue No. 22, which highlights the latest banking complaint trends, emerging topical issues, and areas that Authorized Institutions (AIs) and members of the public may be alert to. It aims at promoting proper standards of conduct and prudent business practices among AIs as well as fostering financial consumer education.

This issue of Complaints Watch contains two feature articles "Premium financing for purchase of insurance plans" and "Safeguards regarding the use of instant messaging". In addition, some tips are shared with banks' complaint handling officers on "Do's and Don'ts". The HKMA has also issued posts on social media platforms today to share tips on using banking services.

[The Complaints Watch](#) is available on the HKMA website.