

Progress in 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 (February 14) the progress made in its handling of banking complaints received as at end-January 2020. Banking complaints include cases concerning general banking services and conduct-related issues.

In January 2020, 160 cases were received and the handling of 129 cases was completed. As at end-January, the handling of 421 cases was in progress.

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