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L/M (7B) in G9/8/1(00) Pt. 17

28 June 2001

Clerk to the Panel  
(Attn.: Ms Connie Szeto)  
Legislative Council Secretariat,  
Legislative Council Building,  
8 Jackson Road,  
Central,  
Hong Kong.

Dear Ms Szeto,

**LegCo Panel on Financial Affairs**  
**Follow-up to meeting on 4 June 2001**

Thank you for your letter of 12 June 2001.

According to the statistics provided by the Commissioner of Insurance and the self-regulatory bodies (The Insurance Agents Registration Board, The Hong Kong Confederation of Insurance Brokers and The Professional Insurance Brokers Association Limited), the nature and number of complaints relating to insurance intermediaries for the past three years are shown in **Annex A**.

As insurance intermediaries in Hong Kong are operating under a self-regulatory system, the above complaints were generally followed up by the relevant self-regulatory bodies. Among those cases which warranted disciplinary actions, the concerned insurance intermediaries were reprimanded or warned, and in more serious cases, their registrations were terminated or suspended as appropriate. A summary of the cases closed in 2000 is at **Annex B**.

Yours sincerely,

(Miss Patricia So)  
for Secretary for Financial Services

**Complaints relating to Insurance Intermediaries**

<b>Types of Complaints</b>	<b>2000</b>	<b>1999</b>	<b>1998</b>
Forgery	65	79	43
Mishandling of premium	82	75	68
Misrepresentation	80	61	39
Misconduct	89	35	34
Bankruptcy	45	0	0
Others	98	32	24
Total	459	282	208

**Complaints relating to Insurance Intermediaries**

**Cases closed in 2000**

**a. Cases with disciplinary action taken**

Reprimand/warning	13
Termination/suspension	35
Subtotal	48

**b. Cases without disciplinary action taken**

Not a prima facie case	48
Complainant failed to respond or complaints withdrawn	58
Acquittal/no further action	180
Subtotal	286

Total	334
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