

立法會
Legislative Council

LC Paper No. CB(3) 688/03-04

**Paper for the House Committee meeting
on 11 June 2004**

**Questions scheduled for the
Legislative Council meeting on 16 June 2004**

Questions by:

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|------|--|-----------------------------|
| (1) | Hon James TIEN | (Oral reply) |
| (2) | Hon Michael MAK
<i>(Replacing the question previously placed under this number)</i> | (Oral reply) (New question) |
| (3) | Dr Hon TANG Siu-tong | (Oral reply) |
| (4) | Hon TAM Yiu-chung | (Oral reply) |
| (5) | Ir Dr Hon HO Chung-tai | (Oral reply) |
| (6) | Hon WONG Sing-chi | (Oral reply) |
| (7) | Hon WONG Yung-kan | (Written reply) |
| (8) | Hon HUI Cheung-ching | (Written reply) |
| (9) | Hon CHAN Kwok-keung | (Written reply) |
| (10) | Hon Kenneth TING | (Written reply) |
| (11) | Hon Howard YOUNG | (Written reply) |
| (12) | Hon Emily LAU | (Written reply) |
| (13) | Hon Henry WU | (Written reply) |
| (14) | Hon Michael MAK | (Written reply) |
| (15) | Hon Albert CHAN | (Written reply) |
| (16) | Hon Emily LAU | (Written reply) |
| (17) | Hon LAU Kong-wah | (Written reply) |
| (18) | Ir Dr Hon HO Chung-tai | (Written reply) |
| (19) | Hon WONG Yung-kan | (Written reply) |
| (20) | Hon Albert CHAN | (Written reply) |

註 :

NOTE :

議員將採用這種語言提出質詢

Member will ask the question in this language

(2) 麥國風議員 (口頭答覆)

據報，保險索償投訴局(簡稱“投訴局”)於去年接獲的保險索償投訴總數較前一年減少百分之十二，但當中涉及醫療保險和個人意外保險索償的投訴則分別上升約三成。就此，政府可否告知本會：

- (一) 有否評估就該兩類保險索償作出的投訴上升的原因；
- (二) 是否知悉在過去 3 年，投訴局每年接獲的醫療保險索償投訴按投訴原因分類的個案數字，以及當中保險公司被裁定須向投訴人作出賠償的個案數字；及
- (三) 保險業監理處有否與保險行業組織商討如何減少該兩類保險索償的投訴？

(2) Hon Michael MAK (Oral Reply)

It has been reported that while the total number of complaints about insurance claims received by the Insurance Claims Complaints Bureau ("ICCB") decreased by 12% over the previous year, the number of complaints in respect of claims on medical insurance and personal accident insurance increased by about 30% respectively. In this connection, will the Government inform this Council whether:

- (a) it has assessed the cause of the rise in the number of complaints about the above two types of insurance claims;
- (b) it knows the number of complaints, broken down by the cause of complaints, about medical insurance claims received by ICCB in each of the past three years and, among them, the number of cases in which the insurance companies were ordered to pay compensation to the complainants; and
- (c) the Office of the Commissioner for Insurance has discussed with trade organizations of the insurance industry ways to reduce complaints about the two types of insurance claims?