

**Existing and planned measures
on the promotion of racial equality
The Insurance Authority**

The principal function of the Insurance Authority (“IA”) is to regulate and supervise the insurance industry to promote the general stability of the insurance industry and protect existing and potential policy holders, irrespective of his/her race. The IA has taken/planned to take the following measures to promote racial equality:

A. Dealing with Members of the Public

Service Concerned	<ul style="list-style-type: none"> • To ensure racial equality in handling complaints and enquiries.
Existing Measures	<ul style="list-style-type: none"> • All complaints and enquiries are handled fairly irrespective of the race of the complainants, enquirers and/or parties being complained. • Active measures in attempt to identify languages spoken by service users of different races are in place. • If the complaint/enquiry is related to equal opportunities, the IA will refer the case to the Equal Opportunities Commission for handling. • A language identification card (in eight languages¹) is displayed at the reception area to inform complainants and enquirers, who do not speak English or Chinese, the availability of free interpretation services.
Assessment of Future Work	<ul style="list-style-type: none"> • The IA will review its services from time to time and make improvements as appropriate.
Measures to be taken	<ul style="list-style-type: none"> • The IA will arrange free interpretation services provided by a third party for complainants and enquirers who speak neither English nor Chinese as far as practicable during face-to-face meetings and telephone conversation. • The language identification card will be enhanced to display the eight most common ethnic languages in Hong Kong and a QR code guiding ethnic minority visitors to access the free interpretation services will be placed at the reception area and on the IA’s website.

¹ The eight languages refer to Bahasa Indonesia, Hindi, Nepali, Tagalog, Thai and Urdu, Vietnamese and Punjabi.

B. Training of Staff

Service Concerned	<ul style="list-style-type: none">• To enhance staff's awareness and sensitivity of racial-related issues and their understanding of the concept on racial equality.
Existing Measures	<ul style="list-style-type: none">• All staff are trained on the content of the Race Discrimination Ordinance and related guidelines on racial equality.• Workshops, seminars and experience-sharing sessions, and corporate social responsibility activities are organized from time to time to enhance staff's awareness on racial diversity and inclusion.• The IA external-facing colleagues (hotline staff) have been briefed of the free interpretation services available for ethnic minority visitors/callers.
Assessment of Future Work	<ul style="list-style-type: none">• The IA will collect and analyze feedback and suggestions received from enquirers and/or complainants so as to arrange suitable training for staff.
Measures to be taken	<ul style="list-style-type: none">• The IA will liaise with other government departments, non-governmental organisations and relevant institutions to continue arranging suitable training and activities on racial equality and inclusion for staff.

C. Public Enquiries / Complaints

General Enquiries –

Tel: (852) 3899 9983

Fax: (852) 3899 9993

Email: enquiry@ia.org.hk

Complaints –

Conduct Supervision Division

Email: complaints@ia.org.hk

Insurance Authority

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