保險業監管局
Insurance Authority

# Complaint Form

**in relation to the Insurance Authority or its Staff**

## GENERAL NOTES

The Insurance Authority ("IA") attaches great importance to how the public perceive the performance of the organization and its staff. Any complaints regarding the way that the IA or its staff have carried out its/their duties would be handled seriously. If you are dissatisfied with the way the IA or its staff has/have carried out (or failed to carry out) its/their duties, you may file a complaint with the IA. Certain complaints are **not** covered under this procedure, including:-

- any complaint against insurers or insurance intermediaries;
- any complaint about the IA's policy in discharging its statutory functions;
- any complaint about an operational decision of the IA or its staff in the course of performing its/their statutory functions;
- any complaint with prima facie case of corruption; and
- any complaint with prima facie case of criminal offences.

### Timeliness of complaint submission

Complaints should be lodged within **12 months** from the date on which you become aware of any circumstances which may give rise to a complaint. Complaints lodged beyond this timeframe may only be investigated if a reasonable ground for the delay can be shown.

### How the IA handles your complaint

All complaints will be treated in strict confidence. An acknowledgement letter/email will be issued to you within **seven (7) working days** upon receipt of your complaint. We will carefully examine the information provided by you and take appropriate follow-up actions. Please note that if you do not provide your identity and contact details (e.g. "Anonymous Complaint") or submit incomplete information, this may delay or impair our handling of your complaint.

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## How to lodge a complaint to the IA

To ensure that the IA can handle your complaint efficiently and effectively, please complete this **Complaint Form** and return it (together with any supporting evidence) to us by:

| | |
|---|---|
| **E-mail:** | complaint-against-ia@ia.org.hk |
| **Post:** | **Insurance Authority**<br>19th Floor, 41 Heung Yip Road, Wong Chuk Hang, Hong Kong<br>(**Attn:** Corporate Governance & Secretariat Section) |
| **Fax:** | (852) 3753 4119 |

## Improper use of the public complaints against the IA or its staff channel

The IA may decide not to process a complaint received where a complaint is trivial, malicious or frivolous in nature, or appears to have been made in order to be vexatious.

## Persistent complaint

If you persist in pursuing your complaint for a long period of time but fail to provide the necessary information or evidence in relation to your complaint, the IA may refrain from entering into any further discussion or correspondence with you about your complaint.

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| **Select the preferred language for future correspondence:** | |
|---|---|
| ☐ English | ☐ Chinese<br>*(If you select this option, please* **CLICK HERE** *and fill in the Chinese version of this Form.)* |

| **Section A – Complainant's details** | | |
|---|---|---|
| *****Delete whichever is inapplicable.*<br>***Mr.** ***Mrs.** ***Miss** ***Ms.** | **First Name:** | **Last Name:** |
| **Correspondence address:** | | |
| **Email address:**<br>*(We will correspond by email only unless you indicate otherwise.)* | | |
| **Telephone number:** | | |

| **Section B – Information about your complaint** | |
|---|---|
| **Staff's name(s) you wish to complain against:** | |
| **Division/Section (if known):** | |
| **Date of the incident giving rise to the complaint:** | |
| **IA's Complaint or Enquiry Reference No., (if applicable):** | |

**Nature of your complaint (you may select more than one box):**

☐ Impolite/poor manners

☐ Delay or inaction

☐ Others. Please specify:

☐ Dissatisfaction with the way the IA or its staff has/have carried out its/their duties (e.g. lack of response or reply, negligence or omissions)

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**Details of the incident giving rise to your complaint:**

*(If you need more space, please continue on a separate piece of paper and attach it to this Form.)*

**List of supporting documents**: (*Please provide a **copy** of the relevant documents (e.g. correspondence between yourself and the IA staff.)*

*(If you need more space, please continue on a separate piece of paper and attach it to this Form.)*

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| **Section C – Personal Information Collection Statement and consent to disclose your personal data and information** |
|---|
| I would like to lodge the complaint against the IA or its staff. I acknowledge and agree that:<br>a) the IA may use and rely on the information and materials that have been or will be supplied to the IA by me in relation to the complaint;<br>b) all information and (where applicable) personal data relating to me (such as my name, contact details and insurance policy number, etc.) provided to the IA (whether in this Form or in any document(s) supplied or to be supplied by me) will be used for the purposes related to the handling of the complaint, the discharge of statutory functions of the IA or where required or permitted by law. All or any part of the information and (where applicable) personal data may, if the IA considers appropriate, be disclosed or transferred to third parties, including the relevant courts, tribunals and committees, or persons engaged by the IA to assist it in the handling of the complaint or the performance of its statutory functions;<br>c) it is voluntary for me to supply the relevant information and (where applicable) my personal data to the IA. If the information and/or (where applicable) personal data provided by me are not true, accurate or complete, the processing of my complaint may be affected; and<br>d) where applicable, should I wish to request access to or correct my personal data held by the IA, I may do so by filling in a "Data Access Request Form"[1] and sending it to the Personal Data Privacy Officer of the IA by email to cgs@ia.org.hk. The IA may charge a reasonable fee for complying with my data access request. |
| **Section D – Appointment of Representative** |
| If you are a company or you wish to appoint a representative to handle your complaint on your behalf, **you and your authorized person** need to complete the following and sign this Form:<br><br>I (complainant), authorize_____(Full Name of the Authorized Representative) to handle my complaint on my behalf, including but not limited to, submit information, communicate with the IA regarding my complaint, and receive information and documents (which may include sensitive information and, where applicable, personal data relating to me) from the IA. |

| | |
|---|---|
| **Authorized Representative's Correspondence/Email Address:** | |
| **Authorized Representative's Telephone Number:** | |

| | | | |
|---|---|---|---|
| **Signature of Complainant (with Company Chop, where applicable):** | | **Signature of the Representative (where applicable):** | |
| **Full Name/Company name of the Complainant:** | | **Full Name of the Representative (where applicable):** | |
| **Date:** | | **Date:** | |

[1] A copy of the Data Access Request Form prescribed by the Privacy Commissioner for Personal Data is available at: https://www.pcpd.org.hk/english/resources_centre/publications/forms/files/Dforme.pdf