

User Guide of the Insurance Intermediaries Connect for Individuals

– Licence Renewal Application

***Applicable to Individual Insurance Agent, Technical
Representative (Agent) and Technical Representative
(Broker)***



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Important: Users shall have basic understanding of the individual account functionality in Insurance Intermediaries Connect (“IIC”). For details of other functions and other technical issues, please refer to below User guides.

A2 User Guide of the Insurance Intermediaries Connect for Individual Applicants to Submit an Individual Licence Application

<https://ia.org.hk/en/infocenter/forms/intermediaries.html>

1. Individual Account Activation

- Account activation is only applicable for individual licensees who has not created IIC account. For those who has already created IIC account, please login with your username and password to access IIC’s functions.
- Go to IIC login page and click the “**Activate Account (for individual licensees who has not created IIC account)**” button.

The screenshot shows the login interface of the Insurance Intermediaries Connect (IIC) system. At the top left is the Insurance Authority logo. At the top right are language selection buttons for '繁' (Cantonese) and 'Eng' (English). The main content area is titled 'Login' and contains the following elements:

- Username input field
- Password input field
- A message: "Please enter the following:" followed by a captcha image showing the characters 'WE4a6' and 'C'.
- A video player showing a 0:00 / 0:02 duration.
- Captcha input field
- A checkbox with the text "I understand and agree to the NOTICE below."
- A grey 'LOGIN' button
- Links for "Forgot Password", "Forgot Username", and "Unlock Account".
- A red-bordered box highlighting the link: "Activate Account (for individual licensees who has not created IIC account)".



- The following information is required to activate the account:
 - First 4 characters of the HKID Number
 - Registered email address; and
 - Registered mobile number

During the activation process, the information inputted into the activation page should be consistent with the information provided to the Insurance Authority (“IA”) in order to pass the authentication. If there is any update on mobile no and email address, licensee should notify the IA using the **Notification of Change in Particulars (Form N3)** (<https://ia.org.hk/en/infocenter/forms/intermediaries.html>).

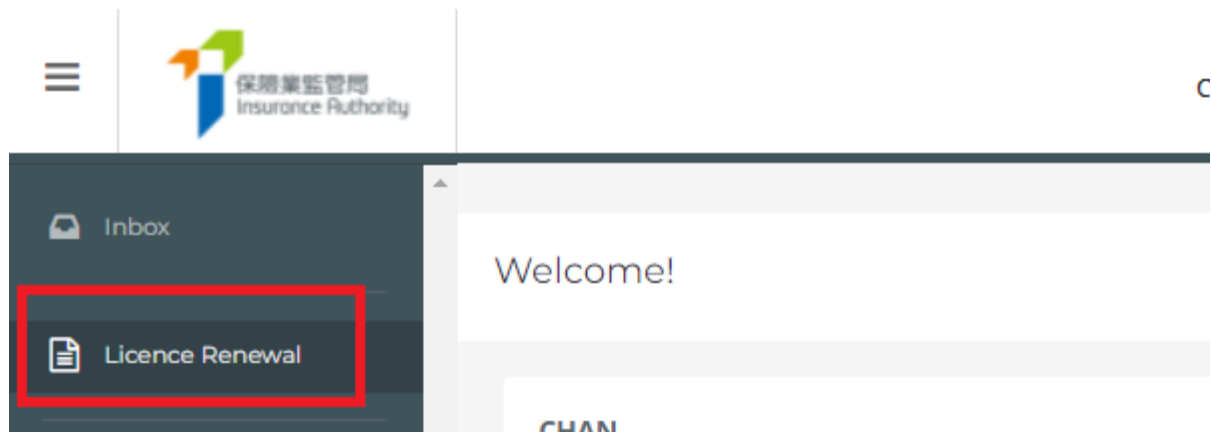
- After successful authentication, an OTP will be sent to the individual licensee’s registered mobile number via SMS and he/she is required to provide the OTP **within 5 minutes** in order to activate the individual owner account. If the account owner is unable to receive the OTP, he/she can click the “Re-send” button to request a new OTP.
- The licensee can then enter the self-defined username and new password (please note the requirements below) to complete the account activation process.
 - The requirements for username:
 - Between 6-20 characters with no space
 - The requirements for password:
 - Minimum of 8 characters
 - Cannot be the same as the user ID.
 - Must be a combination of lowercase letter(s), uppercase letter(s), number(s) and special character(s) (Allowed special characters are “! @ # \$ _ ? – &”).
 - The previous 3 old passwords cannot be reused as the new password.
- The licensee may then return to the IIC login page and login with the newly created individual account username and password to access the IIC’s functions.



2. Process to submit a Renewal Application by Individual Licensee

2.1. Renewal Application by Licensee

- After logging into the IIC, licensee may click “*Licence Renewal*” to start the renewal application process.



- The following information which have been provided to the IA, will be prefilled in the online renewal application form.
 - **Type of Licence for Applicant**
 - **Licence Number**
 - **Name**
 - **Hong Kong Identity Card Number**
 - **Daytime Contact Number**
 - **Mobile Phone Number**
 - **Email Address**
 - **Business Address**
 - **Residential Address**

The licensee is required to complete the information for the remaining sections.

- In the case that the licensee has any change of particulars (i.e. Name, Address, Telephone Number or Email Address), he/she may click the “*Change in Particulars*” button. He/she will then be directed to the “*Change in Particulars*” page. Please refer to section 3 for more details. **Please note that renewal application could only be submitted after the notification of change in particulars is completed, which generally takes 1 day if supporting document is not required and submission is made before 12 noon.**



- In respect to the section “**Relationship with Authorized Insurer/Licensed Insurance Agency/Licensed Insurance Broker Company**”, if any of the answers were “Yes”, the licensee is required to provide details of the capacity and may upload further supporting documents to the relevant folder in the section “Supporting Documents”.
- In respect to the section “**Licence(s) Granted by Financial Regulator(s)**”, the licensee is required to answer the questions for the past 3 years only. If any of the answers were “Yes”, the licensee will need to provide the licence / registration number with the relevant financial regulator(s).
- In respect to the section “**Character, Financial Status, Disciplinary Action & Investigation**”, the licensee is required to answer the questions for the past 3 years only. If any of the answers were “Yes”, the licensee will need to provide further information to supplement his/her answers for IA’s consideration. For issues concerning criminal records, financial records and disciplinary actions, the licensee can use the specified Supplemental Forms on the IA’s website (<https://www.ia.org.hk/en/infocenter/forms/intermediaries.html>) to provide the required information. The completed Supplemental Forms with supporting document(s), if any, should be uploaded to the relevant folder in the section “Supporting Documents”.
- In respect to the section “**Appointing Principal**”, the name of current appointing principal(s) will be showed. The licensee is required to choose the appointing principal responsible for verifying the renewal application.
- In respect to the section “**Supporting Documents**”, licensee will be required to upload relevant supporting documents, if necessary (e.g. Supplemental Forms for reporting criminal, financial or disciplinary record, etc.). The IIC can support format such as JPG, JPEG, PNG and PDF, with **each file of a maximum size of 2 MB**.
- After the documents have been uploaded or if no documents are required to be upload, licensee will be directed to the “**Declaration**” page. By confirming all information is true and accurate, licensee can then click the button “**Submit to Principal**” for principal’s verification.
- An OTP will be sent to the licensee’s registered mobile number via SMS and he/she is required to provide the OTP within 5 minutes. If the account owner is

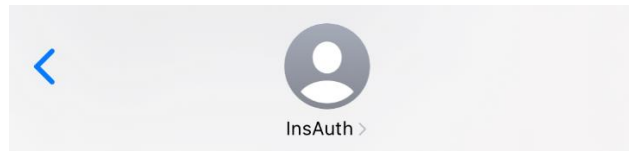


unable to receive the OTP, he/she can click the “Re-send” button to request a new OTP.



One-time Password (OTP) has been sent via SMS to your mobile number. The OTP will expire in 5 minutes. If you do not receive the OTP/the OTP expires, you may click “Re-send” to request for a new OTP.

To submit your renewal application in Insurance Intermediaries Connect, please enter the OTP for verification.



Insurance Intermediaries
Connect 保險中介一站通: OTP
is 917367 一次性密碼是
917367



- The application status will be shown as “*Submitted to Principal*” after the application is submitted to the principal for verification. Licensee may click “*Click here for detail*” to view the application.

Information Board

Your licence renewal application is submitted to principal.	Click here for detail
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2.2. Verification of Renewal Application by the Principal

- After the renewal application has been submitted by the licensee, the principal will perform verification on the renewal application before submitting it to the IA.
- If the principal considers the information is incorrect or inconsistent with their record, the principal will return the application to the licensee for amendment. Please refer to section 2.3 for more details.
- If no amendment is required, the principal can proceed with confirmation of the renewal application.



2.3. Amendment of Renewal Application by Licensee

- The licensee will receive a notification email instructing him/her to amend the application through the IIC. He/she can then click “[Click here for detail](#)”, and the application form will be opened.
- If any issues are being found, comments from the principal will be displayed in the “**Returned by Principal**” box in **red**. The licensee should amend the application by clicking the “**Amend**” button on the page to be edited, as appropriate.

Licence Renewal Withdraw Application

Returned by principal:
Please provide supplementary information. (2:47 PM on April 28, 2022)

Status: Filling

are you currently subject to bankruptcy proceedings in Hong Kong or elsewhere? (If Yes, please complete [Form S2](#))

13. In the past 3 years, have you failed to satisfy any judgment debt under an order of a court in Hong Kong or elsewhere? Yes No

14. In the past 3 years, have you been found by a court to be mentally incapacitated, or detained in a mental hospital, under the Mental Health Ordinance (Cap. 136)? Yes No

^ Business entity means a sole proprietorship, a partnership or a company.

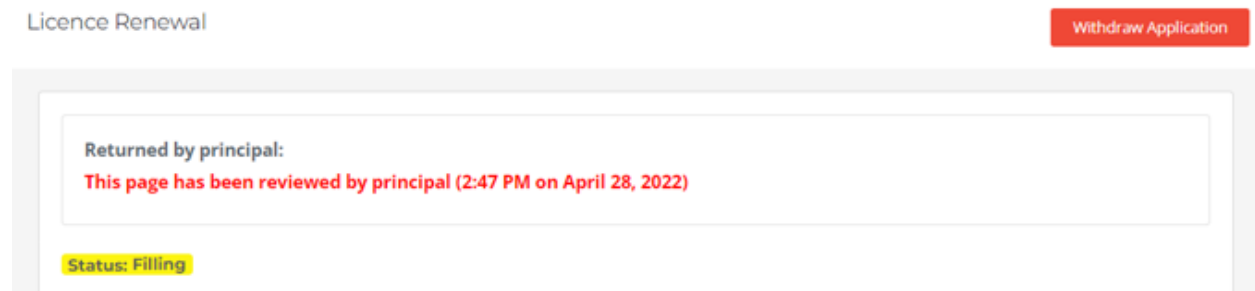
3 / 6 Completed

< PreviousAmendNext >

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- If the page is verified without any issues, the “*Returned by Principal*” box will be displayed as “*This page has been reviewed by principal ([Time] on [Date]).*” If necessary, the licensee can still amend the application by clicking the “*Amend*” button even if the page has been verified without any issues by the principal. The principal will be notified of the change.



- After the licensee has amended the application, it should be re-submitted to the principal for re-verification with the input of OTP.

2.4. Re-verification and Confirmation of Renewal Application by the Principal

- If the renewal application has been amended by the licensee, the principal will need to verify the licence renewal application again.
- The licensee will be notified by email that the renewal application has been verified and confirmed by the appointing principal and the application is under the IA’s review.
- The IA will review the renewal application and inform the principal and the licensee in due course on its decision or follow-up action. An e-mail notification will be sent to the licensee if the licence renewal is being approved by the IA.



2.5. Renewal Application Returned by the IA

- If the IA returns the application case to the applicant (e.g. due to incomplete application/missing information/further information or documents required), the licensee will receive a notification email. He/she can then login to the IIC and remarks by the IA on the return will be displayed. Applicant can amend the application details/upload supporting documents as appropriate. Applicant can also withdraw the application by clicking “*Withdraw Application*” if he/she would not proceed with the application.
- After the licensee has amended the application, it should be re-submitted to the principal for re-verification.
- Licensee can then follow the steps according to section 2.1 to 2.3 to resubmit the renewal application.

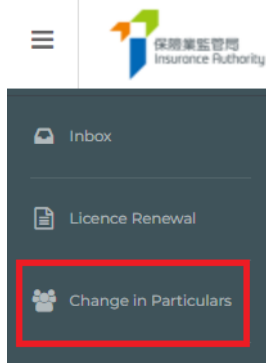
2.6. Deadline of submitting Renewal Application

- Licensees are required to submit their renewal application no later than **45 days** before the licence is due to expire, otherwise the licence may be revoked upon expiry.



3. Change in Particulars

- After logging into the IIC, licensee may click “*Change in Particulars*” to start the change of particulars process.



- Please choose the particular(s) to be changed by checking the box(es) and filling in the new particular(s) and relevant effective date.

Particulars to be changed	Current Particulars	New Particulars	Effective Date
<input type="checkbox"/> Surname	CHAN	<input type="text"/>	DD/MM/YYYY <input type="button" value="Calendar"/>
<input type="checkbox"/> First / Other Names		<input type="text"/>	
<input type="checkbox"/> Full Name in Chinese		<input type="text"/>	
<input type="checkbox"/> Chinese Commercial Code		<input type="text"/>	
Note: Please upload a copy of your new HKID card or deed poll in support of the change.			
<input type="checkbox"/> Daytime Contact No.		<input type="text"/>	DD/MM/YYYY <input type="button" value="Calendar"/>
<input type="checkbox"/> Mobile Phone No.		<input type="text"/>	DD/MM/YYYY <input type="button" value="Calendar"/>
<input type="checkbox"/> Email Address		<input type="text"/>	DD/MM/YYYY <input type="button" value="Calendar"/>



- For change of name, please also upload the new identification document (e.g. HKID) and the deed poll/change of name deed as the supporting documents.

<input checked="" type="checkbox"/>	Surname	CHAN	<input type="text"/>
	First / Other Names		<input type="text"/>
	Full Name in Chinese		<input type="text"/>
	Chinese Commercial Code		<input type="text"/>
	<input type="button" value="UPLOAD"/>		

- By confirming all information is true and accurate, licensee may then click the button “**Submit**” for the IA’s handling.
- An OTP will be sent to the licensee’s registered mobile number via SMS and he/she is required to provide the OTP within 5 minutes. If the OTP was not received, licensee can click the “Re-send” button to request a new OTP.
- The relevant record will be updated 1 day later if supporting document is not required and the submission is made before 12 noon.
- Please note that “**Change in Particulars**” function will be disabled when there is another notification submitted to the IA and such change is still being processed by the IA.

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