

25 March 2022

Our Ref: MC/CPD/CIR

By email only

To: Chief Executives of all authorized insurers, Responsible Officers of all licensed insurance agencies and licensed insurance brokers companies

Dear Sirs,

Continuing Professional Development (“CPD”) Requirements for Insurance Intermediaries – Assessment Period 2021/2022

The current CPD assessment year runs from 1 August 2021 to 31 July 2022 (“Assessment Period 2021/2022”) and is the first during which the CPD requirement has increased from 10 hours to 15 hours (with 3 of the 15 hours having to be in “Ethics or Regulations”). This has, however, coincided with the 5th wave of the COVID 19 pandemic which has meant that during the first part of this calendar year, delivery of CPD courses has effectively been limited only to online channels.

The industry has adapted to online mechanisms of CPD learning with impressive speed and agility. We recognize, however, the additional logistical and practical challenges that curating and delivering these courses in business continuity conditions (as many of us have been operating in during these past few months) can pose. In view of this, the Insurance Authority (“IA”) sees merit in limiting the increase in CPD hours for the Assessment Period 2021/2022, to 12 CPD hours (instead of 15). This would afford a more graduated approach, moving the full increase to 15 CPD hours to the next CPD assessment period (1 August 2022 to 31 July 2023).

Accordingly, the following changes are announced:

Changes to the CPD Requirements for Assessment Period 2021/2022

1. CPD hours required for the Assessment Period 2021/2022

The number of CPD hours which an individual licensee is required to complete for the Assessment Period 2021/2022 (i.e. by 31 July 2022) is reduced by 3 CPD hours from 15 CPD hours to 12 CPD hours. This reduction applies to all individual licensees (except travel

agents – see 2. below). It remains the case, however, that a minimum of 3 CPD hours must be on “Ethics or Regulations”. For details, please refer to the illustrations in the Appendix.

Starting from 1 April 2022, every principal can download, via its [Insurance Intermediaries Connect \(“IIC”\)](#) account, the CPD list (in Microsoft Excel format) showing the applicable CPD hours for each of its appointed individual licensees reflecting the above reduction. Individual licensees, from 1 April 2022 onwards, can also check the number of CPD hours they need to complete for Assessment Period 2021 /2022 (with the reduction applied) through their individual [IIC](#) accounts.

The increase to 15 CPD hours will now take effect for the next Assessment Period, i.e. for the Assessment Period from 1 August 2022 to 31 July 2023 (and for each Assessment Period thereafter).

2. Travel agents’ CPD requirements for the Assessment Period 2021/2022

The travel industry has been hit particularly hard during recent months (and regulated activities involving travel insurance with it). In recognition of this, travel agents (i.e. individual licensees with licences for restricted scope travel insurance business only) are **not** required to earn any CPD hours for the Assessment Period 2021/2022.

3. Lifting the cap on CPD hours applicable to E-learning Activities permanently

To further facilitate the completion of CPD hours and to encourage greater use of E-learning Activities, the cap on the number of CPD hours that can be obtained through Type 1 and Type 7 E-learning Activities for each Assessment Period is **lifted permanently**. This means that there is no longer any cap on the number of CPD hours to be earned through E-learning Activities for this Assessment Period and each Assessment Period going forward.

Extra 2,500 free enrollments for the IA’s e-CPD courses on ethical business practices

On 29 December 2021, the IA launched two e-CPD courses on ethical business practices for licensed insurance agents and licensed insurance brokers (3 CPD hours for each course, which also qualifies for the 3 compulsory hours on “Ethics or Regulations”). On that date 4,000 free enrollments were made available and we are pleased to note that all 4,000 were subscribed by the end of February 2022.

In view of the demand, we are now making an additional 2,500 enrollments for these e-CPD courses available free-of-charge. Individual licensees interested in enrolling for these courses

can register by creating an account in our e-learning system (<https://iahk.knowledgeplatform.com/>) on a “first come, first served” basis. As before, to ensure fairness, once a participant enrolls for a course, he or she will need to complete the course within one month, otherwise the course will be made available to another individual licensee.

Enquiries

If you have any questions, please contact us as follows:

- for matters concerning the information contained in this circular or the CPD hours requirement, please send your enquiries by email to cpd@ia.org.hk.
- for matters concerning Insurance Intermediaries Connect (IIC) account, or the opening or the use of the IIC, or on the e-CPD courses, please send your enquiries or applications by email to licensing@ia.org.hk.

Yours faithfully,

Peter Gregoire
Head of Market Conduct
General Counsel
Insurance Authority

c.c. The Hong Kong Federation of Insurers
Professional Insurance Brokers Association
The Hong Kong Confederation of Insurance Brokers

Appendix

CPD Requirements for all Individual Licensees (except Travel Agents¹) for Assessment Period 2021/2022

Individual licensees (except travel agents) whose licences were granted during the following periods	CPD Hours Required for Assessment Period 2021/2022	
	Original Total CPD Hours (including 3 CPD Hours on "Ethics or Regulations")	New Total CPD Hours after reduction (including 3 CPD Hours on "Ethics or Regulations")
On or before 31 Jul 2021	15	12
Between 1 Aug 2021 and 31 Oct 2021	12	9
Between 1 Nov 2021 and 31 Jan 2022	6	3
Between 1 Feb 2022 and 31 Jul 2022	0	0

¹ Travel agents mean individual licensees with licences for restricted scope travel insurance business only.