

16 December 2022

Our Ref: MC/INT/5

By Email

To: Chief Executives of all Authorized Insurers, Responsible Officers of all Licensed Insurance Agencies and Licensed Insurance Broker Companies

Dear Sirs,

“Conduct in Focus”

We are pleased to inform you that the latest edition of the Insurance Authority’s (“IA”) periodical, “Conduct in Focus” has been published and is now available on the IA’s website at [https://ia.org.hk/en/infocenter/files/Conduct in Focus Dec 2022 issue EN.pdf](https://ia.org.hk/en/infocenter/files/Conduct_in_Focus_Dec_2022_issue_EN.pdf).

Conduct in Focus presents statistics and commentary on complaints received by the IA and examines topical regulatory issues regarding the way in which insurance business is conducted. In this issue, we present the statistics for complaints received by the IA for the first three quarters of 2022.

The Practice Section is dedicated to the importance of the Continuing Professional Development (“CPD”) requirements. We draw your attention in particular the “CPD Non-Compliance League Table”. This is a list of the top 10 principals with the highest percentage of CPD non-compliances across their appointed individual licensees in the CPD Assessment Period 2021/2022. If your company is named on this list, it is not good thing! We publish this list in the spirit (rather like pillar 3 of the risk-based capital regime) of facilitating, through disclosure and transparency, improved market discipline on CPD attainment and the adoption of the best practices on CPD governance and controls referenced in the article. The principals on the list can expect further follow up from the IA on this issue.

In the Policyholder corner, we discuss the insurance literacy rate in Hong Kong and explain how the issue of insurance literacy relates to improving insurance inclusiveness across society. We also draw public attention to a particular spin on the use of insurance-related fraudulent websites we have come across in our supervision work and provide tips on how to identify these types of scams.

If you have any questions or comments concerning this circular, please e-mail conductsupervision@ia.org.hk.

Yours faithfully,

Peter Gregoire
Head of Market Conduct Division
General Counsel
Insurance Authority

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