

20 May 2022

Our Ref : MC/RENEWAL/CIR

By Email

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

Dear Sirs

Applications for Renewal of Insurance Intermediary Licence (Individuals)

As you will be aware, save in exceptional cases, the licences granted by the Insurance Authority (“IA”) under the Insurance Ordinance (CAP. 41) to licensed insurance intermediaries are valid for 3 years and therefore have to be renewed every 3 years. In order to renew a licence, a licensed insurance intermediary must apply to the IA for renewal not later than 45 days prior to the expiry date of the existing licence.

As the regulatory regime for licensed insurance intermediaries commenced on 23 September 2019, the first batch of licences are not due for renewal until Q4 2022 (with the earliest applications for renewal having to be submitted in August 2022).

In preparation for this, the IA has enhanced the functionality of Insurance Intermediaries Connect (“IIC”), the IA’s e-portal, to enable individual licensees (i.e. licensed individual insurance agents, technical representatives (agent) (“TR(A)s”) and technical representatives (broker) (“TR(B)s”)) to submit their licence renewal applications electronically via IIC. This new functionality will also empower principals of individual licensees (i.e. authorized insurers in the case of licensed individual insurance agents, licensed insurance agencies in the case of TR(A)s, and licensed insurance broker companies in the case of TR(B)s) to manage and coordinate renewal applications submitted by their individual licensees.

Launch of the licence renewal process in IIC for individual licensees

We are pleased to announce that the licence renewal process for individual licensees will be available in IIC from **23 May 2022** onwards.

As stated, a renewal application must be submitted at least 45 days prior to the expiry date of the existing licence. In practice, however, the functionality in IIC will enable the IA to receive and start considering a licensee’s renewal applications up to 135 days (i.e. around 4.5 months) in advance of the expiry date of the existing licence. It is, of course, imperative for licence applications to be submitted sufficiently in advance to allow time for the IA to process them. In case of late submission, the risk exists that the renewal application will not be processed before existing licence expires. Early and timely application for renewal, by contrast, provides certainty to licensees regarding their licensing position.

Applications for renewal of licence by individual licensees should be submitted to the IA via the IIC and should be managed and coordinated by the appointing principal of the individuals concerned (using the functionality given to them in the IIC). For individual licensees who do not have any active appointing principal, he/ she must seek appointment by at least one appointing principal before initiating his/her renewal application.

To facilitate the licence renewal process by individual licensees, the IA has created IIC accounts for all active individual licensees who have not yet created their own IIC accounts. This has been done using the licensee's e-mail address and mobile phone number registered with the IA. The licensees concerned should access the IIC main page in order to activate their IIC accounts.

<https://iic.ia.org.hk/>

We have uploaded an e-portal user guide to the IA website (see below link), to provide detailed information on the licence renewal process in IIC.

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

Details of the renewal process for licensed insurance entities (i.e. licensed insurance agencies and licensed insurance broker companies), will be announced at a later stage (but as stated renewals of licences for their appointed individual licensees should be processed through IIC).

Notification of Change in Particulars may now be submitted via IIC

We are also pleased to announce that we have enhanced the functionality of IIC to enable all licensed insurance intermediaries (both individuals and entities) to notify the IA of any change to their particulars via IIC (instead of having to use hard copy Forms N3 and N4¹). Again this functionality will be available from **23 May 2022** onwards.

We shall monitor progress of licensing renewals and continue to engage with the industry to ensure the process is effective and efficient.

If you have any queries about the licence renewal process, please contact us at 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

¹ Form N3-Notification of Change in Particulars (Individual Insurance Agent/TR(A)/TR(B)) and Form N4-Notification of Change in Particulars (Insurance Agency/Insurance Broker Company)