

保險業監理處

香港金鐘道六十六號  
金鐘道政府合署二十一樓



OFFICE OF THE COMMISSIONER  
OF INSURANCE

21st Floor,  
Queensway Government Offices,  
66 Queensway,  
Hong Kong

圖文傳真 Fax: (852) 2869 0252

覆函請註明本處檔號

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電話 Tel. 2867 4980

To: The Chief Executives of all authorized general & composite insurers

Dear Sirs,

**Travel Insurance Agents Registration System**

As you are aware, the Insurance Intermediaries Quality Assurance Scheme Steering Committee has recently endorsed a proposal put forward by the Travel Industry Council of Hong Kong to waive Form 5 education as registration requirement for experienced travel agency staff wishing to engage in restricted scope of travel insurance business. A related guidance note issued by the Hong Kong Federation of Insurers is attached.

Given this new development, I have written to urge travel agents and their staff wishing to market insurance products tied to tour/travel packages or other travel services arranged for their clients, including those who do not possess Form 5 education but who could satisfy specific criteria set out in the guidance note, to take the Travel Insurance Agents Examination and register with the Insurance Agents Registration Board as early as possible.

In order to ensure that the Travel Insurance Agents Registration System could function smoothly and achieve its intended effect, we must rely upon your company to put in place monitoring mechanisms on the progress of registration made by individual travel agents and their extent of compliance with the Code of Practice for the Administration of Insurance Agents. Moreover, your company should see to it that customers are kept fully informed on the scope of policy coverage, that they are offered with a genuine choice between different available products, and that they are given a clear explanation on the relevant policy terms and conditions.

I look forward to receiving your active support and co-operation in making this a successful endeavour to further the interest of the insuring public in Hong Kong.

Yours faithfully,

(Clement Cheung)  
Commissioner of Insurance

c.c. Chairman, The Hong Kong Federation of Insurers  
Chairman, Insurance Agents Registration Board