

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

In reply please quote this ref. INS/TEC/4/5

16 January 2013

來函檔號 Your ref.

電話 Tel. 2867 4631

To: Chief Executives of all authorized insurers to
carry on direct insurance business

Dear Sirs,

**Quarterly Register of Complaint Figures
for Person-to-Person (“P2P”) Marketing Calls**

I refer to the “Code of Practice on Person-to-Person Marketing Calls” (“CoP”) issued by The Hong Kong Federation of Insurers (“HKFI”). The CoP, which took effect from 1 April 2011, is modelled upon the “Benchmark Code of Practice on Person-to-Person Marketing Calls” promulgated by the Communications Authority under the Commerce and Economic Development Bureau (“CEDB”).

We understand that member insurers of HKFI have already been submitting regularly statistics on substantiated complaints to CEDB. We should be grateful if you would let us have copies of the aforesaid returns, including “nil” returns, that are submitted to CEDB. Insurer that does not conduct any telemarketing business would only need to provide us with a copy of the written confirmation that has been submitted to CEDB.

Should there be any enquiries on the above, please contact Miss Lily Chan at 2867 4631, Ms Cecilia Chan at 2867 3446 or the case officer whom you have been dealing with.

Yours faithfully,

(Tony Chan)
for Commissioner of Insurance

c.c. Chairman, The Hong Kong Federation of Insurers