

保險業監理處

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OFFICE OF THE COMMISSIONER
OF INSURANCE

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覆函請註明本處檔號

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

18 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 Marketing Calls**

I refer to my letter of 16 January 2013.

It has come to our notice that some authorized insurers that do not conduct telemarketing business may not have submitted any written confirmation on this matter to the Commerce and Economic Development Bureau ("CEDB"). Nevertheless, to enable our office to have better overview of such business, we should be grateful if authorized insurers which do not conduct telemarketing business could let us know in writing that they do not conduct telemarketing business. For those insurers that are engaged in telemarketing business should send us a copy of their quarterly returns to CEDB on substantiated complaints, including nil returns.

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