

29 November 2019

Our Ref: INS/TEC/13/53 Sub-File 1
By e-mail only

To: Chief Executives of all authorized insurers

Dear Sirs,

GL31: Guideline on Medical Insurance Business

Pursuant to section 133(1) of the Insurance Ordinance (Cap. 41), the Insurance Authority (“IA”) has published GL31 – Guideline on Medical Insurance Business today as attached. It is also available on IA’s website at https://www.ia.org.hk/en/legislative_framework/guidelines.html.

In preparing GL31, IA has taken into account comments from the insurance industry and various stakeholders; and the Insurance Core Principles, Standards, Guidance and Assessment Methodology (“ICP”) promulgated by the International Association of Insurance Supervisors, in particular ICP19 on fair treatment of customers.

GL31 provides guidance on the minimum standards which authorized insurers and licensed insurance intermediaries are expected to meet in order to ensure fair treatment of customers is applied across all aspects of medical insurance business. GL31 shall take effect from 23 September 2020.

Should you have any queries in relation to the above, please contact your case officer, Ms Lily Chan at 3899 9978, Ms Cecilia Chan at 3899 9511 or Ms Kathy Pang at 3899 9523.

Yours faithfully,

Raymond Tam
Executive Director
Policy and Development Division
Insurance Authority

Encl.

c.c. The Hong Kong Federation of Insurers