

Frequently Asked Questions on the Continuing Professional Development (“CPD”) Requirements

- I. Facilitative Measures: Q1
- II. Transitional Arrangements: Q2 – Q5
- III. Others: Q6 – Q10

I. FACILITATIVE MEASURES

Q1: What facilitative measures has the Insurance Authority (“IA”) taken to assist individual licensees in fulfilling the CPD requirements in light of the impact of COVID-19?

A1: On 28 February 2020, the IA initially extended the CPD fulfillment deadline for the 2019/20 CPD assessment period by 3 months to 31 October 2020 (“First CPD Fulfillment Deadline”). However, in recognition of the continuing practical difficulties encountered by individual licensees in completing CPD hours due to the ongoing vigilance required with the COVID-19 situation, by circular dated 12 June 2020, the IA has taken the further facilitative measures as set out below.

(a) Merger of the 2019/2020 and 2020/2021 CPD Assessment Periods

The IA has decided to merge the CPD assessment period for 23 September 2019 to 31 July 2020 (“the First CPD Assessment Period”) with the CPD assessment period for 1 August 2020 to 31 July 2021 (“the Second CPD Assessment Period”). This means as follows-

- Each individual licensee will be considered as CPD-compliant provided that by the end of the Second CPD Assessment Period, i.e. **31 July 2021**, he/she has earned sufficient CPD hours required for both the First and the Second Assessment Period.
- Accordingly, if an individual licensee is unable to complete the requisite CPD hours for the First CPD Assessment Period by the First CPD Fulfillment Deadline, he/she can make up the shortfall by the end of the Second CPD Assessment Period, i.e. 31 July 2021 (in addition to completing the CPD hours for the Second CPD Assessment Period).
- Each individual licensee will be required to report his or her CPD compliance for the First and Second CPD Assessment Periods, no later than **30 September 2021**. Details of the CPD compliance reporting procedures will be announced in due course.

(b) Raising the Cap on CPD hours which may be completed by E-learning Activities in the First and Second Assessment Periods

The maximum cap on the number of CPD hours that can be obtained through Type 1 and Type 7 E-learning Activities for each of the First and Second CPD Assessment Periods is increased from 5 CPD hours to 7 CPD hours. This means that, out of the total number of CPD hours across both the First and the Second Assessment Periods, a maximum of 14 CPD hours can be earned via E-learning Activities.

(c) No Cap on CPD hours to be earned through CPD Activities Delivered via Virtual Classroom Platforms

The IA regards Type 1 and Type 7 Qualified CPD Activities, as defined in the Guideline on [Continuing Professional Development for Licensed Insurance Intermediaries \(“GL24”\)](#), which are delivered via virtual classrooms (e.g. Microsoft Teams, Cisco Webex, Zoom) as an acceptable form of CPD activity¹. For CPD activities to be delivered via virtual classrooms, the participants must attend the virtual classroom at the time of the delivery of the CPD activities and there must be live interaction between the speaker and participants. For the avoidance of doubt, such CPD activities are not classified as E-learning Activities (as defined in GL24) and are therefore not subject to the maximum cap of 7 CPD hours mentioned in A(1)(b) above.

Individual licensees can fulfill their CPD requirement by taking both Type 1 and Type 7 Qualified CPD Activities via virtual classroom courses and E-learning Activities.

II. THE CPD ARRANGEMENTS DURING THE TRANSITIONAL PERIOD (I.E. 23 SEPTEMBER 2019 – 31 JULY 2021)

Q2: What are the CPD requirements under the transitional CPD arrangement?

A2: The transitional CPD arrangement covers the First CPD Assessment Period (i.e. from 23 September 2019 to 31 July 2020) and Second CPD Assessment Period (i.e. 1 August 2020 to 31 July 2021), being the first two assessment periods immediately following the commencement of the licensing regime for insurance intermediaries under the Insurance Ordinance (Cap. 41) on 23 September 2019. The transitional CPD arrangement sets the number of CPD hours an individual licensee must do for these

¹ Type 1 Qualified CPD Activities delivered via virtual classrooms are subject to the prior approval of the Hong Kong Council for Accreditation of Academic and Vocational Qualifications, the appointed CPD assessment authority.

assessment periods.

In general, CPD requirements for individual licensees during the transitional period are set out in Annex 3 to [GL24](#):

(a) For individual licensees who were registered with an Self-Regulatory Organization (“SRO”) immediately before 23 September 2019

Please refer to table (1.1) (for individual licensees excluding licensed technical representatives (agent) who are licensed to carry on regulated activities in restricted scope travel business) (“Travel Insurance Agents”) or table (1.2) (for Travel Insurance Agents) of Annex 3 to [GL24](#) for the minimum number of CPD hours required for the First CPD Assessment Period and Second CPD Assessment Period.

(b) For individual licensees who are newly licensed by the IA between 23 September 2019 and 31 July 2020

Please refer to table (2.1) (for individual licensees excluding Travel Insurance Agents) or table (2.2) (for Travel Insurance Agents) of Annex 3 to [GL24](#) for the minimum number of CPD hours required for the First CPD Assessment Period and Second CPD Assessment Period.

(c) For individual licensees who are newly licensed by the IA between 1 August 2020 and 31 July 2021

Please refer to table (3) of Annex 3 to [GL24](#) for the minimum number of CPD hours required for the Second CPD Assessment Period.

Individual licensees (including Travel Insurance Agents) are not required to attend Qualified CPD Activities on “Ethics or Regulations” during the First and Second Assessment Periods.

Q3: What are the new CPD requirements after the Transitional Period (i.e. from 1 August 2021 onwards)?

A3: As of 1 August 2021, individual licensees (other than licensed technical representatives (agent) who are licensed to carry on regulated activities in restricted scope travel business) (“Travel Insurance Agents”) are required to attend Qualified CPD Activities to earn a minimum of 15 CPD hours for each CPD Assessment Period, including a minimum of 3 CPD hours on “Ethics or Regulations”.

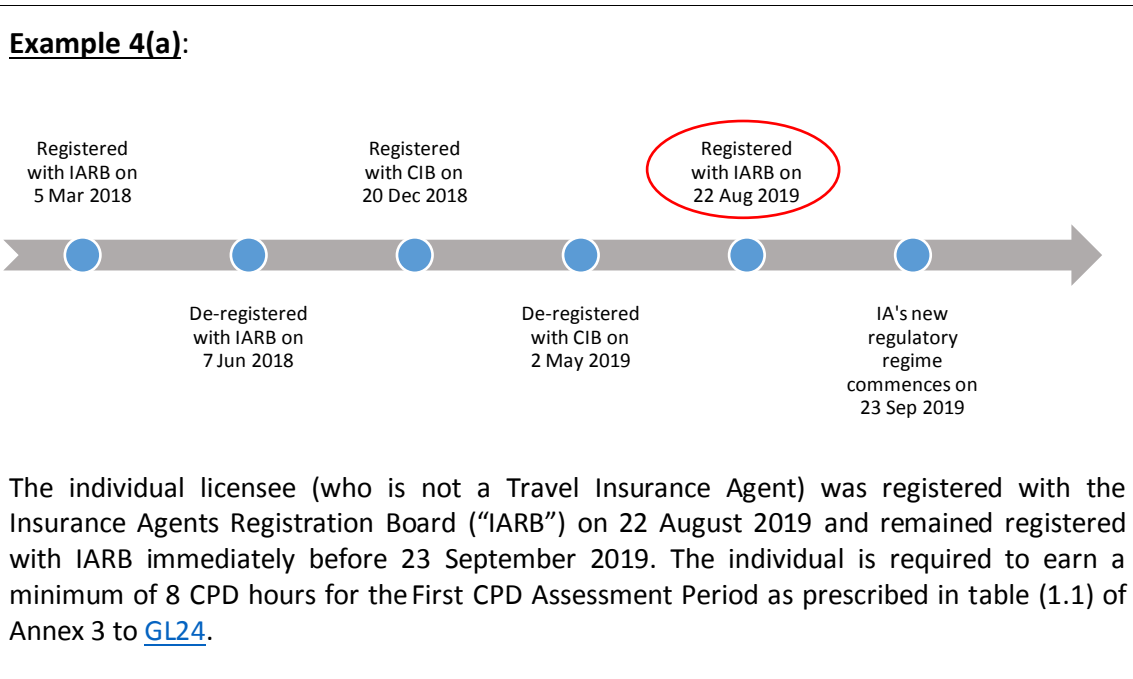
For details of the new CPD requirements, please refer to section 3 of [GL24](#).

Q4: How do I calculate the minimum CPD hours required for the First CPD Assessment Period if my situation is not explicitly mentioned in the scenarios covered in Annex 3 of [GL24](#)?

A4: Annex 3 of [GL24](#) sets out the CPD requirements for individual licensees with respect to different scenarios (as described in A2 above) that occur during the First CPD Assessment Period and Second CPD Assessment Period. If the situation of an individual licensee (including Travel Insurance Agents) does not fall within the scenarios set out in Annex 3 of [GL24](#), the individual licensee should use the following guidelines together with the guidelines in Annex 3 to [GL24](#) to calculate the minimum number of CPD hours needed to satisfy the CPD requirements for the First CPD Assessment Period and Second CPD Assessment Period.

(a) An individual licensee was registered with an SRO at different intervals before 23 September 2019 (i.e. there were periods when the individual licensee was registered and periods when he/she was not registered), but was nevertheless registered with an SRO immediately before 23 September 2019

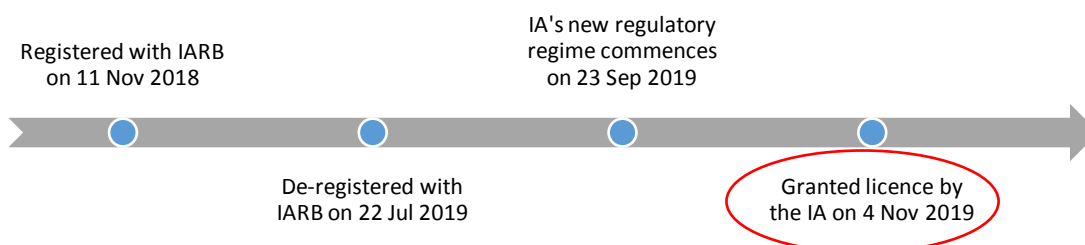
Individual licensees who were registered with an SRO at different intervals before 23 September 2019, but were nevertheless registered with an SRO immediately before 23 September 2019, are required to earn the minimum number of CPD hours as prescribed in table (1.1) for individual licensees excluding Travel Insurance Agents, or table (1.2) for Travel Insurance Agents, as the case may be, in Annex 3 to [GL24](#).



(b) An individual licensee de-registered his/her registration with an SRO before 23 September 2019 but was later granted a licence by the IA between 23 September 2019 and 31 July 2020

Individual licensees who had de-registered their registration with an SRO before 23 September 2019, but were subsequently granted a licence by the IA between 23 September 2019 and 31 July 2020, are regarded as newly licensed individual licensees and are required to earn the minimum number of CPD hours as prescribed in table (2.1) for individual licensees excluding Travel Insurance Agents, or table (2.2) for Travel Insurance Agents, as the case may be, in Annex 3 to [GL24](#).

Example 4(b):



The individual licensee (who is not a Travel Insurance Agent) de-registered its registration with IARB on 22 July 2019 but was later granted a licence by the IA on 4 November 2019. The individual licensee is regarded as a newly licensed individual licensee and is required to earn a minimum of 4 CPD hours for the First CPD Assessment Period as prescribed in table (2.1) of Annex 3 to [GL24](#).

(c) An individual licensee was registered with the Insurance Agents Registration Board (“IARB”) as a “newly registered RP²” during the period from 1 August 2018 to 31 July 2019 and opted to report the pro-rated CPD hours in the following CPD assessment year

What is the situation in respect of an individual licensee who was, during the period from 1 August 2018 to 31 July 2019, registered with IARB as a “newly registered RP” as defined in paragraph 4 of the [Guidance Note on Compliance with the Requirements of the Continuing Professional Development Programme \(“GN7”\)](#) issued by the Hong Kong Federation of Insurers, and who opted to report the pro-rata CPD hours required to be earned for the period from 1 August 2018 to 31 July 2019 (“Pro-Rata CPD Hours”) at the next assessment date as permitted under paragraph 4(b) of GN7?

² RP means a Registered Person as defined in paragraph 4 of GN7 issued by HKFI.

In this situation, assuming the individual licensee remained registered with IARB immediately before 23 September 2019, then he/she is required to report to the IA the Pro-Rata CPD Hours AND the minimum number of CPD hours required for the First and Second CPD Assessment Periods under the new regulatory regime by 30 September 2021. The table below provides an illustration for individual licensees (who are not Travel Insurance Agents):

Registration month with IARB as a “newly registered RP”	No. of “Pro-Rata CPD Hours” required for the assessment year 2018/2019	Minimum No. of CPD hours required for the First CPD Assessment Period under new regulatory regime	Minimum No. of CPD hours required for the Second CPD Assessment Period under new regulatory regime	Total Minimum No. of CPD hours required to be reported to the IA by 30 September 2021 for the First and Second CPD Assessment Period
Aug 2018	10	10	10	30
Sep 2018	9	10	10	29
Oct 2018	8	10	10	28
Nov 2018	7	10	10	27
Dec 2018	6	10	10	26
Jan 2019	5	10	10	25
Feb 2019	5	10	10	25
Mar 2019	4	10	10	24
Apr 2019	3	10	10	23
May 2019	2	10	10	22
Jun 2019	1	10	10	21
Jul 2019	0	10	10	20

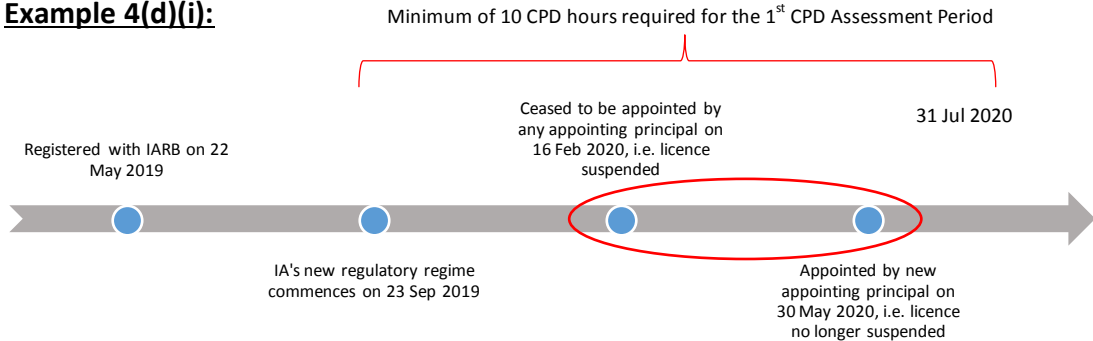
(d) An individual licensee is suspended or revoked under sections 64ZI, 64ZJ or 64ZH of the Insurance Ordinance (Cap. 41) (“IO”)

Under the new regulatory regime, if an individual licensee ceases to be appointed by any appointing principal(s) or the licence of the person’s appointing principal(s) has been suspended (where applicable), the licence of the individual licensee is suspended pursuant to sections 64ZI, 64ZJ or 64ZH of the IO. If the licence of the individual licensee is suspended continuously for 180 days, the licence of the individual licensee is revoked on the expiry of the 180 days. In these circumstances:

- (i) During the period when the licence of the individual licensee is suspended, the individual licensee continues to be regarded for the purpose of the IO (but not section 64G of the IO) as being licensed and is thus required to continue to comply with the CPD requirements (see paragraph 3.4 of [GL24](#)). As such, if the

licence of an individual licensee is suspended for less than 180 consecutive days, the individual licensee is required to earn the minimum number of the CPD hours required for the relevant CPD assessment period.

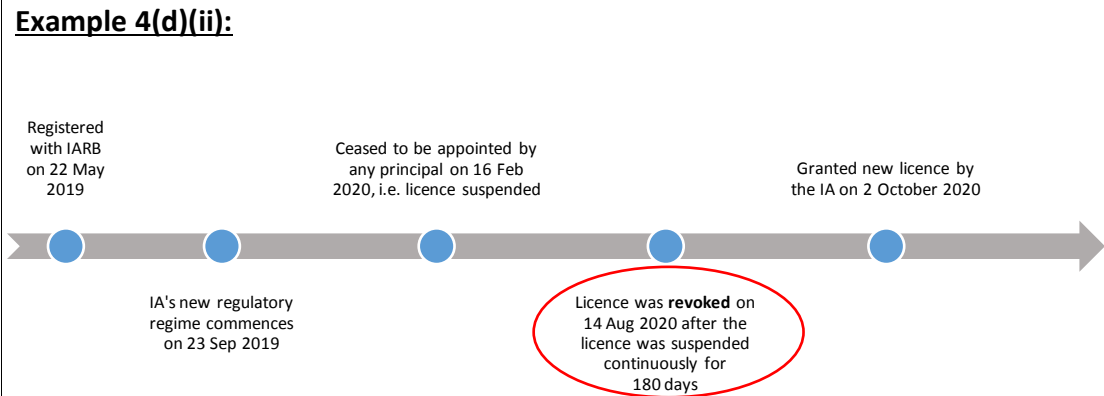
Example 4(d)(i):



An individual licensee was registered with IARB on 22 May 2019 and was regarded as a deemed licensee after 23 September 2019. The licence of the individual licensee was suspended from 16 February 2020 to 29 May 2020 when he/she ceased to be appointed by any appointing principal. The period of suspension was less than 180 days. Therefore, the individual licensee is required to earn the minimum number of CPD hours required for the First CPD Assessment Period (i.e. 10 CPD hours).

- (ii) From the day on which the licence of the individual licensee is revoked, the person will not be required to comply with the CPD requirements as the person concerned is no longer regarded as an individual licensee.

Example 4(d)(ii):



An individual licensee was registered with IARB immediately before 23 September 2019 and is required to satisfy the CPD requirements for the First CPD Assessment Period (from 23 September 2019 to 31 July 2020) by earning a minimum of 10 CPD hours despite the licence of the individual licensee having been suspended from 16 February 2020 to 31 July 2020 during the First CPD Assessment Period.

The licence of the individual licensee was revoked on 14 August 2020 during the term of the Second CPD Assessment Period. The person is no longer regarded as an individual licensee

and is not required to comply with the CPD requirements from the date of revocation (i.e. 14 August 2020).

On 2 October 2020, the person was granted a licence by the IA and is regarded as a newly licensed individual licensee as of that date. As a newly licensed individual licensee (who is not a Travel Insurance Agent), the person is required to earn a minimum of 8 CPD hours for the Second CPD Assessment Period as prescribed in table 3 of Annex 3 to [GL24](#).

For the avoidance of doubt, the explanation provided in Q4(d)(i)&(ii) (including the examples provided therein) does not apply to any persons whose registration or licence was revoked by an SRO or the IA for non-compliance with CPD requirements. Such persons are required to complete all outstanding CPD hours before applying to the IA for an insurance intermediary licence again.

Q5: Can the CPD hours earned before 23 September 2019 be counted towards the CPD hours required for the First CPD Assessment Period?

A5: Yes.

For individual licensees who were registered with the Insurance Agents Registration Board (IARB) on or before 31 July 2019*, any CPD hours earned between 1 August 2019 and 22 September 2019 can also be counted towards the CPD hours required for the First CPD Assessment Period.

For individual licensees who were registered with the Hong Kong Confederation of Insurance Brokers (CIB) on or before 31 December 2018*, any CPD hours earned between 1 January 2019 and 22 September 2019 can also be counted towards the CPD hours required for the First CPD Assessment Period.

For individual licensees who were registered with the Professional Insurance Brokers Association (PIBA) on or before 30 June 2019*, any CPD hours earned between 1 July 2019 and 22 September 2019 can also be counted towards the CPD hours required for the First CPD Assessment Period.

* Assuming the individual licensees were registered with IARB/CIB/PIBA at the time they earned the CPD hours in question and remained individual licensees on 31 July 2020, and their licences are not revoked during the First CPD Assessment Period.

III. OTHERS

Q6: What is a CPD Assessment Period? When do I need to report my CPD compliance status to the IA?

A6: A CPD Assessment Period counts from 1 August of a year to 31 July of the following year. Licensed individuals are required to report their CPD compliance record to the IA by no later than 30 September immediately following the end of each CPD Assessment Period. However, due to the COVID-19 situation, the First Assessment Period and Second Assessment Period have been merged and the CPD reporting deadline of the merged Assessment Periods is **30 September 2021**. Details of the CPD reporting procedures will be announced in due course.

Q7: What is the maximum number of CPD hours individual licensees can earn in the form of E-Learning Activities for each CPD Assessment Period?

A7: According to paragraphs 30 – 32 of Annex 1 to [GL24](#), individual licensees can earn a maximum of 5 CPD hours for each CPD Assessment Period through participation in E-learning Activities that are recognised as Type 1 or Type 7 Qualified CPD Activities. However, to facilitate the achievement of CPD hours under the impact of COVID-19 and to encourage the greater use of E-learning Activities, the maximum cap on the number of CPD hours that can be obtained through Type 1 and Type 7 E-learning Activities for the First and Second CPD Assessment Periods is increased from 5 CPD hours to 7 CPD hours. In other words, out of the total number of CPD hours across both the First and Second CPD Assessment Periods, a maximum of 14 CPD hours can be earned throughout the two Assessment Periods via E-learning.

Q8: Can I earn CPD hours by attending the same CPD activity in the same CPD Assessment Period or in different CPD Assessment Periods?

A8: While the IA encourages individual licensees to undertake CPD activities on different topics, we understand that individual licensees may occasionally wish to attend the same CPD activity again for the purposes of refreshing their knowledge in that subject matter, especially when the contents of the particular CPD activity are continuously updated.

For face-to-face CPD activities (including those delivered via virtual classroom mode), individual licensees can earn CPD hours by attending the same CPD activity to refresh their knowledge, whether they attend the same CPD activity within the same CPD Assessment Period or in different CPD Assessment Periods. **However, the IA may query an individual licensee if it is noted that he/she has earned CPD hours by attending the same CPD activity repeatedly during the same CPD Assessment Period.**

For E-learning CPD activities, individual licensees can earn CPD hours by taking the E-learning CPD activity once during the CPD Assessment Period. If the individual licensee

repeats the same E-learning CPD activity in the same Assessment Period, the repeat will not be counted. However, as an exception to this, during the First and Second CPD Assessment Periods (i.e. from 23 September 2019 to 31 July 2021) which have been merged due to the COVID-19 situation (see Question 1 above), if an individual licensee attends an E-learning CPD activity, he/she may attend the same E-learning CPD activity again (with the repeat being counted towards his or her CPD hours), provided the repeat is attended at least 7 months after the first time the E-Learning activity was attended.

Q9: If my appointing principal does not organize any Qualified CPD Activity (by way of in-house CPD trainings), where can I find information about the currently available Qualified CPD Activities?

A9: There are 8 types of Qualified CPD Activities which an individual licensee can participate in order to earn CPD hours. The 8 types of Qualified CPD Activities are set out in Annex 1 to [GL24](#).

For details of the available Type 1 Qualified CPD Activities, please refer to the List of Currently Approved Type 1 Qualified CPD Activities for Licensed Insurance Intermediaries found on the website of [the Hong Kong Council for Accreditation of Academic and Vocational Qualifications](#) which is the appointed CPD Assessment Authority. For details of the available Type 7 Qualified CPD Activities, please refer to the List of Type 7 Qualified CPD Activities found on the website of the [Insurance Authority](#).

Please be aware that these lists are updated periodically. You may wish to refer to them from time to time for updated information on the available Type 1 and Type 7 Qualified CPD Activities.

Q10: I lost my CPD certificate of attendance. Who should I approach to re-issue the CPD certificate of attendance?

A10: CPD certificates of attendance (or attendance records) are issued by the CPD providers delivering the Qualified CPD Activity. CPD providers are usually able to re-issue, with or without charges, the CPD certificate of attendance (or attendance records) upon request by the individual licensee. As such, the individual licensee should contact the relevant CPD provider directly.

12 June 2020