

13 August 2018

Our Ref: MC/IIQAS/1

By email only

To: Chief Executives of all authorized insurers

Dear Sirs,

**Insurance Intermediaries Quality Assurance Scheme  
Study Notes for Insurance Intermediaries Qualifying Examination**

We are pleased to inform you that the Study Notes for the General Insurance Examination (2018 Edition) (“GI Study Notes (2018 Edition)”) under the Insurance Intermediaries Qualifying Examination (“IIQE”) have just been published. The new edition is the result of a comprehensive review of the Study Notes.

As you may be aware, The Insurance Complaints Bureau (‘ICB’) was inaugurated on 16 January 2018 to supersede The Insurance Claims Complaints Bureau (‘ICCB’) in providing an alternative dispute resolution mechanism to help resolve insurance-related disputes of a monetary nature arising from personal insurance contracts. Apart from maintaining the ICCB’s service of adjudicating claim-related disputes, the ICB has launched a new mediation service to handle non-claim related insurance disputes of a monetary nature starting from 16 July 2018. In this connection, besides updating the relevant section in the GI Study Notes (2018 Edition), we have also issued an Update for attachment to the Study Notes for the following IIQE papers to reflect the above developments:

- Principles and Practice of Insurance Examination
- Long Term Insurance Examination
- Travel Insurance Agents Examination

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The GI Study Notes (2018 Edition) as well as the Updates for the aforesaid IIQE papers are now available on our website at [https://www.ia.org.hk/en/supervision/reg\\_ins\\_intermediaries/insurance\\_intermediaries\\_quality\\_assurance\\_scheme.html](https://www.ia.org.hk/en/supervision/reg_ins_intermediaries/insurance_intermediaries_quality_assurance_scheme.html). For examination sessions of all the abovementioned IIQE papers to be conducted **from 12 November 2018 onwards**, the examination questions will be based on the updated version of the Study Notes and the Updates attached to the Study Notes as appropriate.

Should you have any enquiries regarding the above, please contact Ms Anita Ng at 3899 9746.

Yours faithfully,

Shirley To  
Senior Manager  
Market Conduct Division  
Insurance Authority

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