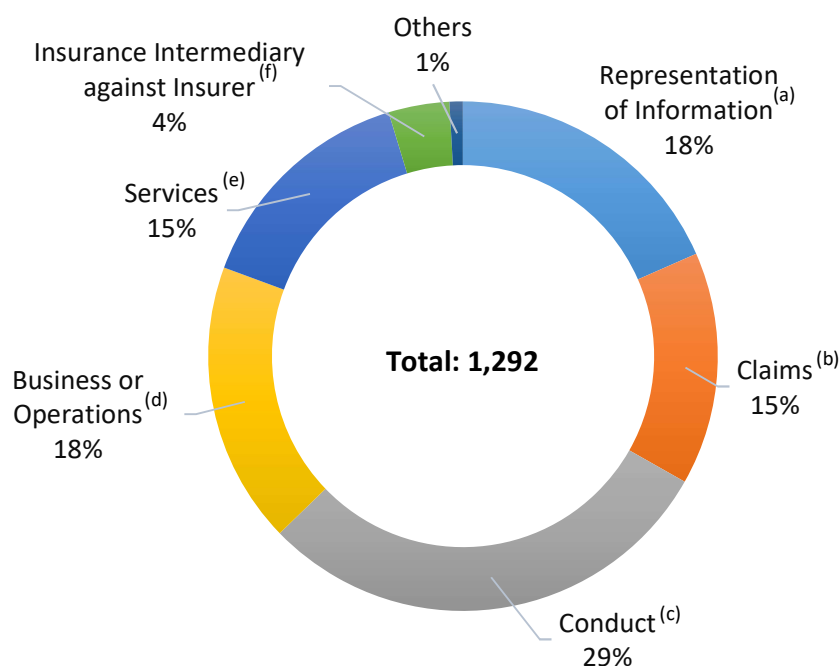


Summary of Complaints received by the Insurance Authority
1 April 2019 – 31 March 2020



Remarks:

- With effect from 23 September 2019, the Insurance Authority took on the direct regulation of all insurance intermediaries in Hong Kong and has been handling complaints in relation to intermediaries directly since that date. Prior to this, insurance intermediaries were regulated by the former Self-Regulatory Organizations (i.e. Insurance Agents Registration Board, The Hong Kong Confederation of Insurance Brokers and Professional Insurance Brokers Association). During 2019/20, 1,292 complaints were received.
- The above data also includes insurance-related complaint cases referred from other regulators (e.g. the Hong Kong Monetary Authority, the Securities and Futures Commission of Hong Kong and the Mandatory Provident Fund Schemes Authority, etc.) to the Insurance Authority.
- If the nature of the complaint is such that it may be allocated to multiple categories, the case has been categorized based on the major category taking into account the overall nature of the complaint.

Explanatory Note:

- ^(a) Representation of Information (e.g. complaints relating to the presentation of product features, policy terms and conditions, premium payment terms or returns on investment, dividend or bonus shown on benefit illustrations, etc.)
- ^(b) Claims (e.g. disputes on the result of claims assessment or settlement amount, etc.)
- ^(c) Conduct (e.g. complaints alleging fraud, forgery, involving matters related to the selling process, the handling of client's premium or money, commission rebate, twisting, cross-border selling or unlicensed selling, etc.)
- ^(d) Business or Operations (e.g. complaints related to cancellation or renewal of policy, adjustment of premium, underwriting decision, or matters related to the management of the insurer, etc.)

- (e) Services (e.g. complaints related to the delay in delivery of premium notice or annual statement, dissatisfaction with service standards, etc.)
- (f) Insurance Intermediary against Insurer (e.g. complaints by agents relating to their registration or deregistration, appointment or termination of appointment of licensee, terms and conditions of agency agreement, remuneration arrangement, etc.)