

# The Hong Kong Confederation of Insurance Brokers

香港保險顧問聯會

## Services Pledge

### 服務承諾

The CIB General Committee has endorsed the following services pledge in processing applications for membership and registration:

香港保險顧問聯會常務委員會於處理會籍及註冊申請事宜，作出以下服務承諾：

Services 服務類別	Time Line 處理時間
<b><u>Membership application or CE Registration or Alternate CE Registration</u></b> <b><u>會籍申請或行政總裁註冊申請或暫任行政總裁註冊申請</u></b>	
(1) To confirm if the application be ready for presenting to the Sub-committee or to advise what information to be supplemented. 確認申請符合條件以便呈交小組委員會或通知需補充任何遺漏資料	Within 7 Business Days 7 個工作天內
(2) To notify applicant of the result 通知申請者結果	Within 3 calendar months 3 個曆月內
(3) To activate membership and/or registration 會籍及/或註冊生效	Within 7 Business Days after payment clearance 於付訖款項後的 7 個工作天內
(4) To issue Membership or Registration Certificates for the Chief Executive 發出會籍或行政總裁註冊證書	Within 15 Business Days after activation of membership or registration 於會籍或註冊生效後的 15 個工作天內
<b><u>TR Registration or Registration Amendment</u></b> <b><u>業務代表註冊或註冊資料更改</u></b>	
(5) To advise the Appointing Members any missing/additional information to be furnished 通知會員公司提供任何缺漏/附加資料	Within 3 Business Days 3 個工作天內
(6) To activate registration for clean application 文件妥當的註冊申請生效	Within 7 Business Days 7 個工作天內
<b><u>De-registration</u></b> <b><u>取消註冊</u></b>	
(7) To de-register a person from the Sub-register of Chief Executives & Technical Representative 取消行政總裁及業務代表附屬名冊上的登記	Within 3 Business Days upon receipt of formal notice from Appointing Members 收訖會員公司正式通知起 3 個工作天內

Remarks:-

備註:-

- Business Day means a day (excluding Saturdays and Sundays) on which banks are generally open for business in Hong Kong.
- 工作天泛指一般香港銀行營運日子(並不包括星期六及星期日)。
- The day after the receipt day of application or notice shall be counted as the first Business Day.
- 於收訖申請翌日始計算為第一個工作天。
- The General Committee may review and may refine this Pledge when necessary without prior notice.
- 常務委員會於有需要時會檢討及修訂此服務承諾而無需預先通告。

Late update on 10 September 2012

最後更新日期為 2012 年 9 月 10 日