
Ethics and Regulations for Long Term Insurance (English)

Date: 29 April 2024 (Monday)

Time: 9:30am – 12:30pm

Course Outline

- Introduction
- Code of Conduct for Licensed Insurance Brokers
 - Misrepresentation
 - Use of sales materials
 - Placing client's interest before all other considerations
 - The importance of making follow-up enquires
 - Issues with signing blank forms, alteration of forms and forged signatures
 - Issues with delay in carrying out client's instructions
 - Disclosure of unauthorized insurers
 - Conflicts of interest when broker has another business
- Insurance Authority's Guidelines on Long Term Insurance - GL3, GL25, GL26, GL27, GL29 & GL30
 - New amendments to Guideline on AML/CTF (GL3)
 - Issues on reasonable assessment of gifts and commission rebate under Guideline on Offering of Gifts (GL25)
 - Sale of open architecture ILAS products under Guideline on Sale of ILAS Products (GL26)
 - Guideline on Policy Replacement (GL27)
 - Guideline on Cooling Off Period (GL29)
 - Issues on premium financing under Guideline on FNA (GL30)
- Q&A Session

Speaker

Ms. Yvonne Lam, LLB (Hons)

Ms. Yvonne Lam is a practising solicitor admitted in Hong Kong and has joined CIB since 2014. She previously oversaw the investigation and prosecution of CIB's disciplinary process. With the completion of its self-regulatory functions of CIB in 2019, Yvonne has focused on compliance and professional development. She has contributed to the publication of the Compliance Manual and CIB Bulletins. She also manages CIB Helpdesk to answer enquiries on compliance matters. Yvonne has delivered numerous CPD seminars on the Code of Conduct, financial requirements and Insurance Authority's guidelines. Her specialty is on ethics.