

Ref. No. : MEMO/056/2010
To : All Members
From : Herman Cheung - Education Sub-Committee Chairman
Date : 22 November 2010
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CPD Course:

The New Development of Mediation & Costs Consequences to Financial Services Industry

調解最新進程及其對財經服務業訟費上之影響

Contents : - What is mediation and why try mediation
調解的定義及為何要嘗試調解
- Cases suitable/non-suitable for mediation 什麼個案適合/不適合調解
- Prepare for, process of and documents in mediation
調解的準備、程序與涉及的文件
- Brief overview of the Financial Dispute Resolution Centre & the Insurance Claims Complaint Bureau
金融糾紛調解中心及保險索償投訴局概述
- New Insurance Mediation Pilot Scheme 新保險索償調解試行計劃
- Roles of intermediaries in mediation 中介人在調解中所擔當的角色
- How mediation can improve the clients experience
調解如何改善保戶的索償紀錄

Date : 17 December 2010 (Friday)
Time : 6:30 pm - 9:30 pm (3 hours) [registration will be started at 6:00 pm]
Venue : VTC Tower, 2 Wood Road, Wanchai, Hong Kong
(Please check the exact venue on 9/F of VTC Tower on the course day.)
Facilitators : Ms. Fanny Fung Accredited Mediator, AHKIArb;
Mr. Kenneth Chow Accredited Mediator, AHKIArb
Medium of Teaching : **Cantonese**
Credits : **3 IA CPD Hours, 3 MFPA CPD non-core Credits and 3 SFC CPT Credits**
Dress Code : Smart casual
Administration Fee : HK\$150 for PIBA members; HK\$225 for non-PIBA members
Enrollment Deadline : 14 December 2010 (before 6:00 pm)

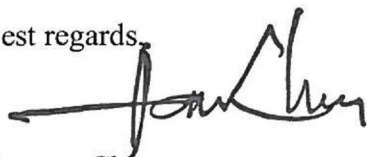
You are reminded to enclose a crossed cheque made payable to "Professional Insurance Brokers Association". The administration fee is non-refundable. Kindly note that reply slip sent by fax or email will not be processed.

A course certificate will be issued afterwards to each participant upon successful completion of the course. Please be reminded that **full and strict attendance is enforced.**

For enquiry, please feel free to contact our Secretariat at 2869 8515.

Kindly disseminate the above information to your technical representative(s).

Best regards,



Herman Cheung
Education Sub-Committee Chairman
HC/TC/nl
Encl.