



香港專業保險經紀協會
PROFESSIONAL INSURANCE BROKERS ASSOCIATION

Ref. No. : MEMO/053/2007
Date : 27th April 2007
To : All Chief Executives
From : Raymond Yam – Chairman of Special Working Group
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Dear Sir/Madam,

Re: Survey on difficulties relating to transfer of service to brokers in long term and long term (including linked) business

Some members reflected to the Association that they have encountering difficulties, or even rejected by insurance companies when request for transfer of service from agent to broker under the authorization of the respective client.

The Executive Committee of the Association considers that this phenomenon may affect the role of insurance brokers since insurance brokers have the duties to work for the best client's interest. As such, a working group was set up to conduct a survey on this issue and I was appointed as the Chairman of it.

If your good company and/or your technical representatives come across similar experience, kindly complete the attached questionnaire and return it to the Secretariat **on or before 10th May 2007**. Depending on the response from members, the working group will judge the impact of this issue to our members and decide the further action to be taken.

Please be informed that all information collected will only be used for this survey and be kept in strict confidence.

Thank you for your attention in this matter.

Regards,

(for) Raymond Yam
Chairman of Special Working Group

Encl.

RY/gc

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Questionnaire

問卷

Survey on difficulties relating to transfer of service to brokers in long term and long term (including linked) business

在長期（人壽）保險及（投資）相連長期保險中，會員公司在客戶授權下要求保險公司將相關保單的跟進權轉給經紀所遇到的困難

* Please put a ✓ in the box provided. （請在空格內加上✓。）

1) Member's name _____ (M-_____)
會員公司 _____ 會員編號

2) Line of business involved 授權經營之業務

- Long Term (Excluding Linked) 長期（人壽）保險
 Long Term (Including Linked) （投資）相連長期保險

3) Percentage of long term and/or long term (including Linked) business in respect of your company business portfolio

長期（人壽）保險及 / 或（投資）相連長期保險所佔貴公司之營業額比率

- Nil 無
 10% or below 10%以下
 11% - 30% 11% - 30%
 31% - 50% 31% - 50%
 51% and above 51%及以上

4) Have you been rejected by insurer(s) when request for transfer of service to brokers with the client's consent?

貴公司有否曾在客戶的授權下仍被保險公司拒絕將相關保單的跟進權轉給閣下公司？

- Yes 有
 No 否

5) How many cases have ever been rejected by insurer(s) in the past when you request for transfer of service to brokers with the client's consent?

貴公司在過往曾有多少上述所提及的個案？

- 1 - 5 1 - 5
 6 - 10 6 - 10
 11 - 15 11 - 15
 16 - 20 16 - 20
 over 20 20 以上

6) How did the insurer(s) reject your request for transfer of service to brokers with the client's consent?

保險公司是如何拒絕將相關保單的跟進權轉給閣下公司？

- By verbal 口頭
- By written 書面
- All above 以上皆有

7) Please list out the insurer(s) which has (have) rejected your request for transfer of service to brokers with the client's consent.

請列出曾拒絕貴公司要求轉跟進權的保險公司。

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

8) The reason(s) that the insurer(s) used to reject your request for transfer of service to brokers (more than one choice is acceptable)

保險公司拒絕轉跟進權之原因（可選多於一個原因）

- No account at that insurer 沒有該保險公司之賬戶
- insufficient document 文件不齊
- Company policy 公司政策
- No reason 無說明原因
- Others; please specify 其他；請詳述 _____

9) Other comments/opinions on this issue 其他意見

Signature : _____

Name : _____
Name of Chief Executive in block letters (full name)

Date : _____

We hereby confirm that all the information contains in this questionnaire will be used for the purpose of this survey and will be kept in strict confidence.

我們確保所有在本問卷中所提供的資料只供是次調查之用並會將資料保密。