

# FAQ

<b>Contents</b>	<b>Page</b>
<b>To Apply for Corporate Membership and Change of Members' Particulars</b>	<b>2</b>
(i) Change of Company's Address	
(ii) Change of Company Name	
(iii) Change of Directors	
(iv) Change of Shareholders	
(v) Change of Financial Year End	
(vi) Change of Auditor	
<b>To Apply for Change of Chief Executive or Alternate Chief Executive Registration, and Cancellation of Such Registration</b>	<b>3</b>
<b>To Apply for Technical Representative Registration, and Cancellation of Such Registration</b>	<b>4</b>
<b>Public Register and to Apply for Individual Registration History</b>	<b>5</b>
<b>To File a Complaint against our Member, Chief Executive or Technical Representative</b>	<b>6</b>
<b>Requirements of IIQAS CPD Programme</b>	<b>7</b>
<b>Upcoming CPD Courses</b>	<b>8</b>
<b>Office Hours and Contact Details</b>	<b>9</b>

## **To Apply for Corporate Membership and Change of Members' Particulars**

For the minimum requirements for a company and a Chief Executive, please refer to the "Minimum Requirements for Insurance Brokers" specified by the Insurance Authority. It can be downloaded from the "Admission & Registration" – "Become a Member" of our website.

For the application procedures, please download the application form for "Application for Membership" from the "Download Corner" of our website, and submit the requisite documents and fees prescribed in the "Checklist".

Upon receipt of full and satisfactory documents, the applicant will be invited to attend an interview in due course. Application result or follow-up letter will be sent to the applicant by email after completion of due diligence checking. The whole application process may take more than 6 months.

For more details about application for membership, please visit our website, choose "Admission & Registration" and then "Become a Member".

Apart from that, existing members shall notify PIBA within 14 days by emails or letters of any changes of particulars.

For change of company's address, please also provide us with a copy of the updated Business Registration Certificate.

For change of company name, please refer to the relevant "Requirements" at the "Download Corner" of our website and submit all the requisite documents.

For change of directors, please also provide us with a copy of Form ND2A filed with the Companies Registry, as well as the completed "Declaration Form by Member in relation to its Directors or Controllers" and "Declaration Form by Member's Directors or Controllers who are non-registrant", which can be downloaded from the "Download Corner" of our website.

For change of shareholders, please also provide us with a copy of "Instrument of Transfer" and "Bought and Sold Note", as well as the completed "Declaration Form by Member in relation to its Directors or Controllers" and "Declaration Form by Member's Directors or Controllers who are non-registrant", which can be downloaded from the "Download Corner" of our website.

For change of financial year end, please provide us with a board resolution specifying the new financial year end and the effective date.

For change of auditor, please provide us with a written notification, specifying the name and qualifications of the newly appointed auditor.

## **To Apply for Change of Chief Executive or Alternate Chief Executive Registration, and Cancellation of Such Registration**

The minimum requirements are identical for a Chief Executive and an Alternate Chief Executive. For details, please refer to the “Minimum Requirements for Insurance Brokers” specified by the Insurance Authority. It can be downloaded from the “Admission & Registration” – “Become a Chief Executive” of our website.

For the application procedures, please download the application form for “Application for Change of Chief Executive” or “Application for Alternate Chief Executive Registration” from the “Download Corner” of our website, and submit the requisite documents and fees prescribed in the corresponding “Checklist”.

The cut-off date for application is the last working day of each month.

Upon receipt of full and satisfactory documents before the cut-off date, the applicant will be invited to attend an interview in the subsequent month, usually held in the third week. Application result or follow-up letter will be sent to the applicant by email about one month after the interview, subject to the completion of due diligence checking. The whole application process may take 3 months or above.

If an applicant intends to register as a Chief Executive of two insurance brokers concurrently, please refer to “Admission & Registration” – “Become a Chief Executive” of our website and submit the additional documents prescribed in point 6.

For more details about application for Change of Chief Executive or Alternate Chief Executive Registration, please visit our website, choose “Admission & Registration” and then “Become a Chief Executive”.

To cancel the registration of a Chief Executive, please provide us with a board resolution specifying such decision and the effective date, within 7 days of such cessation.

To cancel the registration of an Alternate Chief Executive, as well as his Technical Representative registration, please provide us with a letter and a completed form for the Cancellation of Technical Representative Registration, within 7 days of such cessation. The form can be downloaded from the “Download Corner” of our website.

## **To Apply for Technical Representative Registration and Cancellation of Such Registration**

For the minimum requirements for a Technical Representative, please refer to the “Minimum Requirements for Insurance Brokers” specified by the Insurance Authority. It can be downloaded from the “Admission & Registration” – “Become a Technical Representative” of our website.

For the application procedures, please download the application form for “Application for Technical Representative Registration” from the “Download Corner” of our website, and submit the requisite documents and fees prescribed in the “Checklist”.

Application result or follow-up letter will be sent to the appointing company by email about 10 working days upon receipt of the application, subject to the completion of due diligence checking.

To add a line of business for an existing Technical Representative, please complete the application form for “Application for Technical Representative Registration”, with the additional line of business selected, and submit the requisite documents and fees prescribed in the “Checklist”.

If an applicant intends to register as a Technical Representative of two insurance brokers concurrently, please refer to “Admission & Registration” – “Become a Technical Representative” of our website and submit the additional documents prescribed in point 5.

For more details about application for Technical Representative Registration, please visit our website, choose “Admission & Registration” and then “Become a Technical Representative”.

To cancel the registration of a Technical Representative, please provide us with the completed form “Cancellation of Technical Representative Registration” within 7 days of such cessation. The form can be downloaded from the “Download Corner” of our website.

## **Public Register and to Apply for Individual Registration History**

To check if a company or an individual is currently registered with PIBA, please visit our website [www.piba.org.hk](http://www.piba.org.hk), select the Public Register at the left bottom corner and input the relevant information. Please note that only current registration will be shown in the registers.

To obtain your own registration history with us, you shall complete the form “ Request for Registration History “, which is available at “ Download Corner “ of our website and append the administration fee of HK\$200 either in crossed cheque or bank deposit slip, then submit your application to us by post / fax / email / in person.

Please refer to the form for our contact details and payment method.

The processing time of your application will take approximately 5 working days. You will receive our SMS message for collection of your record at our office.

Please pay attention to the followings:

1. We do not accept cash payment.
2. For online bank transfer, please provide printed copy of your transaction record with our bank account number.
3. Collection of your registration history must be made in person or by authorization. No other options will be provided.
4. Last but not least, your registration history showed your personal information. To collect such document, you or your authorized representative must provide the HKID card to our staff for identification.

## **To File a Complaint against our Member, Chief Executive or Technical Representative**

“PIBA” has been one of the approved bodies of insurance brokers authorized by Insurance Authority pursuant to Insurance Companies Ordinance (Cap. 41), to approve licence to an insurance broker and to regulate the conduct of Members, their Chief Executives and Technical Representatives, so as to protect the interests of insured public.

If you encounter any misconduct of our members, chief executives or technical representatives, you may lodge your complaint either **in writing**, **by email** or **in person**.

Please note that:-

PIBA cannot

- a. serve as a legal advisor to the complainant;
- b. mediate disputes of a civil nature;
- c. recover monetary loss on behalf of the complainant; or
- d. comment on matters in relation to the quality of services provided

PIBA can

- a. investigate into the complaints; and
- b. impose penalty on party(s) in breach and take disciplinary actions (e.g. fine, reprimand, suspension or revocation of licenses) against the members, chief executives or technical representatives, who is/are in breach.

## **Requirements of IIQAS CPD Programme**

Insurance intermediaries are required to comply with the requirements of the Continuing Professional Development Programme, or CPD programme, under the Insurance Intermediaries Quality Assurance Scheme, and earn at least 10 CPD hours per year.

For registration less than a full year, the requisite number of CPD hours should be calculated on a pro-rata basis, based on the number of calendar month of registration.

Any excess CPD hours accumulated within a particular year cannot be carried forward to any other years.

The assessment year of PIBA is from 1 July to 30 June of the subsequent year. Chief Executives and Technical Representatives are required to report their registration records and CPD hours awarded in the current assessment year before it ends in order to renew their registration in the subsequent assessment year. Please note that the registration records should include all the registrations with The Insurance Agents Registration Board, The Hong Kong Confederation of Insurance Brokers and PIBA.

For application for Chief Executive or Technical Representative registration, please fill in the registration history and CPD hours awarded in the last assessment period as specified in the application forms.

For details, please refer to the CPD Guideline in “Rules & Regulations” of our website.

## Upcoming CPD Courses

For upcoming CPD courses, course description, enrollment form and admission status, please visit the section "Education / CPD Course" of our website: [www.piba.org.hk](http://www.piba.org.hk)

To apply for our CPD courses, please complete the enrollment form and append the admission fee either in crossed cheque or bank deposit slip, then submit your application to us by post / fax / email / in person. You will receive our email reply within 3 working days. If you do not receive any reply, please contact us immediately.

For our contact details and payment method, please refer to the course description.

Please pay attention to the followings:

1. We do not accept cash payment.
2. For online bank transfer, please provide printed copy of your transaction record with our bank account number.
3. Last but not least, administration fee is non-refundable and enrollee is non-replaceable once your enrollment has been confirmed.



## Office Hours and Contact Details

Our office opens on weekdays and closes on public holidays.

Office hours from 9am to 12:30pm and 1:30pm to 6pm.

For Lunar New Year's Eve, Mid-Autumn Festival, Winter Solstice, Christmas Eve and New Year's Eve, our office will be closed early, please visit "Latest News" of our website [www.piba.org.hk](http://www.piba.org.hk) for details nearer these holidays.

Our contact details as follows:

Address: Room 2507-08, 25/F, China Insurance Group Building,  
141 Des Voeux Road Central, Hong Kong  
(MTR Sheung Wan Station Exit E3 / Hong Kong Station Exit E1)

Fax no.: 2770 2372

Email Address: [info@piba.org.hk](mailto:info@piba.org.hk)