

6.2.2f PART F: Minimum Requirements of Model Agency Agreement

To appoint an Insurance Agent, a Principal has to do so under a **written agency agreement** that meets the minimum requirements of a *model agency agreement* adopted by the HKFI. The model agency agreements, for selling long-term insurance and general insurance respectively, are published on the HKFI's website. The minimum requirements of these model agency agreements will be inclusion of the Conduct of Registered Persons.

6.2.2g PART G: Conduct of Registered Persons

(a) Conduct of Registered Persons for General Insurance Business and Restricted Scope Travel Business

- (i) Business is to be conducted at all times in **good faith** and with **integrity**.
- (ii) The Registered Person has to co-operate with the IARB and the Principal or Insurance Agent concerned to establish the facts if there is a complaint concerning his conduct. The complainant has to be informed that he should in the first instance refer the complaint to the relevant Principal or Insurance Agent. If the complainant is still dissatisfied, he may refer the matter to the IARB.
- (iii) The Registered Person should:
 - (1) ensure that he is registered with the IARB in respect of the Line of Insurance Business to be engaged in prior to conducting such business;
 - (2) before discussing insurance policies with any person, identify himself as a Registered Person acting on behalf of the Principal(s) or Insurance Agent he represents;
 - (3) disclose his registration number upon request, and identify the number on his business cards, if distributed;
 - (4) display his name and registration number on the name plate put in front of the service desk or counter if he is registered as engaging in Restricted Scope Travel Business and provides face-to-face insurance service at the service desk or counter;