



## Price Transparency in Healthcare

With rising medical costs and an aging population increasing demand for healthcare services, improving price transparency for these services has become increasingly urgent and essential. It is particularly important for the insurance industry which manages the risk pool for the insuring public. The escalating medical costs will weaken the sustainability of the pool, making medical insurance unaffordable in the long run and ultimately increasing the burden on the public healthcare system.

The research paper on *Price Transparency in Healthcare: Fostering Consumer Trust and Value* released by the Consumer Council earlier this month has effectively highlighted the core of the issue. Their findings and recommendations align closely with our observations and requests. We firmly believe that all parties in the ecosystem, service providers and insured individuals alike, play a crucial role in ensuring the medical insurance pool remains viable and sustainable.

Internally, HKFI is conducting a holistic review of the current ecosystem and will be providing recommendations from an insurance perspective.

## Cross-boundary Flow of Personal Information within the GBA

The HKSAR Chief Executive announced in his 2024 *Policy Address* the extension of facilitation measure on the “Standard Contract for the Cross-boundary Flow of Personal Information Within the Guangdong-Hong Kong-Macao Greater Bay Area” (the GBA Standard Contract) to all sectors, effective from 1 November 2024. All industries, including our sector, can now participate in the facilitation measure and voluntarily adopt the GBA Standard Contract.

In this light, we organized a briefing on 31 March 2025 in conjunction with the Insurance Authority (IA) with the support of the Digital Policy Office and Office of the Privacy Commissioner for Personal Data. A total of 68 participants from 46 companies attended and gained insights on this facilitation measure and the latest requirements under the regulations on facilitating and regulating cross-border data flow, etc.



## Insurance Industry Climate Charter – the next steps

In February 2024, the HKFI officially launched the *Insurance Industry Climate Charter*. It is a groundbreaking initiative that marks the first-ever Climate Charter led by an insurance association in Hong Kong. The *Climate Charter* encompasses a comprehensive range of climate principles and objectives that are specifically tailored to the local insurance sector, setting clear expectations for signatories to adhere to.

To assess the readiness of signatories to implement the climate principles and help them achieve their goals, we are conducting a survey among the 37 signatories of the *Climate Charter* to gather feedback on their implementation status. Based on the results, we will develop appropriate strategies to provide relevant support through training and facilitation.

## Reference Checking Scheme for Insurance Intermediaries

Another major initiative launched in 2024 is the captioned Scheme. This Scheme, which has been in effect since last September, is an initiative led by the HKFI and endorsed by the IA. Its purpose is to help mitigate the risks associated with "rolling bad apples" within the insurance sector. After half a year in operation, we hope to understand the implementation experience of Members and gather their opinions on the future development of the Scheme.

We have thus launched a survey (Circular no.: Mv016/25) this month among Life Insurance Members (LIMs). Your feedback will help us shape the future of this important initiative.

## Indexed Universal Life (IUL) Insurance Products

On 13 March 2025, the IA issued a joint circular with the Hong Kong Monetary Authority regarding the IUL insurance products for professional investors. The circular outlined various requirements for the IUL products including product design, governance, and other areas.

The HKFI has actively engaged the IA and conducted rounds of consultation to garner feedback from relevant insurers and reflect their views. On 26 March 2025, we also arranged a townhall with representatives from the IA, providing a platform for LIMs to inquire and acquire clarifications from the IA directly.



## Insurance Claims Complaints Panel Releases 2024 Statistics

Insurance Claims Complaints Panel (Complaints Panel) held its annual media conference on 27 March 2025 to announce the claims complaints statistics for 2024 and share the deliberation results of selected cases.

In 2024, a total of 646 cases were received, marking a 5% increase from the 616 cases in 2023. According to a survey by the Insurance Complaints Bureau, the industry received over 4 million personal insurance claims during the same period. Among the 356 claim-related cases that were closed, 111 complainants received a total compensation of approximately HK\$10.5 million from insurers, with the highest single award reaching HK\$1.2 million.



We extend our special thanks to Panel Chairman Mr Michael Tsui and his fellow Panel Members – Ms Astina Au, Ms Orchis Li, Mr Lars Nielsen and Mr Jonathan Yau – for their dedicated service to the industry and the insuring public over the years.

## Launch of the KPIM-CPD Pilot Scheme: Key Persons in Intermediary Management Control Function – Pilot “Compulsory” CPD Course

In June 2024, the IA issued a circular as regards the Pilot Scheme for Continuing Professional Development (CPD) Hours for Key Persons in Intermediary Management Control Function of Authorized Insurers for Assessment Period 2024/2025, with an aim to set out the details on the relevant pilot training scheme for the Key Persons in Intermediary Management Control Function (KPIMs). Under the scheme, every KPIM is expected to attend at least one of the training sessions offered by the IA through the HKFI during the 2024/2025 Assessment Period.

The first KPIM-CPD course, entitled Key Person in Intermediary Management Control Function – Pilot “Compulsory” CPD Course, will be conducted by IA’s Consultant Mr Peter Gregoire on 15 April 2025. For enrollment details, please refer to Circular Ref: Mv015/25.

## The Executive Certificate in Insurance Leadership Acceleration Returns

Following the resounding success of the first cohort, we received an overwhelming number of applications for the second cohort of this flagship programme. 45 nominees were admitted after careful consideration by the selection panel.

The new trainees will be invited to meet graduates from the first cohort at an orientation scheduled on 11 April 2025. This meet-and-greet session will mark the first formal gathering of our expanding alumni community. We look forward to embarking on this learning journey with the young professionals starting on 26 April 2025!





## Elite Talent Development Programme Launches the 5<sup>th</sup> Cohort

The HKFI Elite Talent Development Programme (ETDP), launched in 2021, aims to pass down the invaluable business wisdom and extensive experience of insurance veterans to the younger generation. Since its inception, the ETDP has flourished thanks to the selfless support and dedication of our esteemed mentors. Through their guidance, we have nurtured 71 mentees, equipping them with the skills and insights necessary to excel in the industry.

The third engagement session of the fourth cohort was held on 7 March, 2025, featuring a talk by the HKFI Chairman Mr Ivan Tam, who generously shared his insights and experiences from the insurance industry. The mentees were subsequently joined by their mentors for more engaging discussion and exchange of ideas.

We are now accepting nominations for the fifth cohort. Member Companies are encouraged to nominate high-potential staff members to join the programme as mentees or to recommend retired industry veterans to serve as mentors. For more details and enrollment, please refer to Circular No: Mv022/25 or visit our website at <https://etdp.hkfi.org.hk/>.



## Supporting IA's "Youth Campaign" Initiative

We share a common goal of attracting young talents alongside our regulator. This month, we are collaborating with the IA as a supporting organization for its "Youth Campaign". The events held at PolyU SPEED, the Education University of Hong Kong, and City University of Hong Kong were filled with fun and interactive activities, highlighted by the firsthand sharing by representatives from the IA and the HKFI on career development prospects in the insurance industry.



## LIC Councillors Rolled up Their Sleeves for a Good Cause

Recently, LIC Councillors participated in a meaningful community service activity by baking cookies at the Association for the Rights of Industrial Accident Victims. They worked alongside families who have lost loved ones in industrial accidents. This event not only allowed the Councillors to enjoy the fun of baking, but also deepened their understanding of the vital work done by the Association. It fostered a caring community and highlighted their commitment to social responsibility.

## Membership News

### Change of Authorised Representative

General Insurance Member:

Compagnie Francaise D'assurance Pour Le Commerce Extérieur, Branch In Hong Kong – Mr Christopher MURPHY

### HKFI Membership

As at 31 Mar 2025, the HKFI has 79 General Insurance Members and 52 Life Insurance Members.