

6 June 2025

Our Ref: CDD/CPD/CIR

By email only

To: Chief Executives of all authorized insurers, Responsible Officers of all licensed insurance agencies and licensed insurance broker companies

Dear Sir/Madam,

Continuing Professional Development (“CPD”) Requirements
CPD Compliance Reporting for the Assessment Period 2024/2025
Detailed instructions for reporting by individual licensees and appointing principals to the Insurance Authority (“IA”)

In this circular, we set out the CPD compliance reporting procedures for the Assessment Period 2024/2025, which runs from 1 August 2024 to 31 July 2025.

I. IMPORTANT DEADLINES

By way of recap, the key deadlines for the Assessment Period 2024/2025 are:

31 July 2025 – Deadline for individual licensees¹ to complete their CPD hours required for the Assessment Period 2024/2025.

30 September 2025 – Deadline for individual licensees to submit their CPD Declarations either directly to the IA via [Insurance Intermediaries Connect \(“IIC”\)](#) (see further details below) or to their appointing principals².

31 October 2025 – Deadline for appointing principals to report the CPD compliance status of their appointed individual licensees to the IA.

II. INFORMATION ON CPD HOURS AVAILABLE IN IIC

Individual licensees can check their required CPD hours for the Assessment Period 2024/2025 and view their reported compliance status by logging into their IIC individual accounts and clicking the “*CPD Requirement and Compliance Status*” option from the vertical menu on the left.

¹ Individual licensees refer to licensed individual insurance agents, technical representatives (agent) and technical representatives (broker).

² Their appointing authorized insurers, licensed insurance agencies or licensed insurance broker companies, as the case may be.

Appointing principals can view the CPD hours requirement and the reported compliance status for each of their individual licensees for the Assessment Period 2024/2025 in IIC, by taking the following steps:

- i. logging into their IIC Supervisor or Admin accounts;
- ii. clicking the *“Search for Licensees’ CPD Requirement and Compliance Status”* option from the vertical menu on the left; and
- iii. inputting the licence number of the individual licensee to be searched and pressing the *“Search”* button.

Appointing principals may also download their CPD Lists showing all of their appointed individual licensees and the CPD hours each was required to earn, by:

- i. logging into their IIC Supervisor or Admin accounts;
- ii. clicking the *“Report”* option from the vertical menu on the left;
- iii. selecting *“(10) CPD hours required for the Assessment Period 2024/2025”* from the pull-down menu under *“Report Type”*; and
- iv. clicking *‘Download’*.

The CPD Lists will be updated by the IA on a daily basis to keep track of the status of the appointed individual licensees for each appointing principal. The final CPD Lists showing the status of the appointed individual licensees as at 31 July 2025 will be available in IIC on 1 August 2025. To facilitate appointing principals’ monitoring of the CPD compliance status of their newly appointed individual licensees after 31 July 2025, in the CPD Lists downloaded after 1 August 2025, an additional list of newly appointed individual licensees after 31 July 2025 will be appended to the original list of appointed individual licensees as at 31 July 2025. Appointing principals may also report CPD compliance for these newly appointed individual licensees as appropriate.

Currently, only a few licensed insurance agencies and licensed insurance broker companies have still not created a Supervisor Account in IIC. To support these appointing principals in monitoring the CPD compliance status of their appointed individual licensees, the IA emailed the CPD Lists to them in May 2025 and will send the finalized CPD Lists to them in early August 2025. **However, in order to conveniently access the updated CPD Lists at any time, it is imperative that these appointing principals open a Supervisor Account in IIC as soon as possible.** A Supervisor Account in IIC can be opened by submitting a signed [Form A2](#) to the IA. **Please visit the [“Forms – Insurance Intermediaries” webpage on the IA website](#) for the application form and user guides.**

III. CPD REPORTING PROCEDURES

Individual licensees have two options for submitting their CPD Declarations to report their CPD compliance status for the Assessment Period 2024/2025. They can submit their CPD Declarations directly to the IA through their IIC individual accounts. Alternatively, they can submit their CPD Declarations to their appointing principals.

1) Direct submission of CPD Declarations by Individual Licensees to the IA via IIC

In ANNEX 1 to this circular, we have set out detailed procedures for an individual licensee to report his/ her CPD Declaration directly to the IA via his/ her IIC individual account. You may also refer to our user guide for details of the latest available functions.

If an individual licensee chooses to submit his/ her CPD Declaration directly to the IA via IIC, the submission must be made by **30 September 2025**.

Please also note that:

- **Before 31 July 2025** - individual licensees can submit their CPD Declaration via IIC, but only if they have already fulfilled their CPD hours (i.e. reporting their compliance status as “Yes”).
- **Between 1 August 2025 and 30 September 2025** - all individual licensees can submit CPD declaration via IIC (including those who report their compliance status as “No” to denote a shortfall in the number of CPD hours completed for the Assessment Period 2024/2025).
- **Between 1 October 2025 and 15 November 2025** - any individual licensee who (before 30 September 2025) self-reported their compliance status as “No”, can update and provide additional documentation via IIC to show they have since rectified their shortfall.

In addition, the individual licensee must notify his/ her appointing principal(s), if any, that his/ her CPD Declaration has been submitted to the IA via IIC.

For CPD Declarations submitted directly to the IA by appointed individual licensees, the appointing principal should verify that the reported CPD compliance status against its internal compliance monitoring records and advise individual licensees to amend their reported CPD compliance status if necessary.

Individual licensees who do not have any appointing principal as at 31 July 2025 (and whose licences are thereby automatically suspended) must report their CPD Declarations directly to the IA. They must do this via IIC (using their IIC accounts) or by emailing their duly completed physical [CPD Declaration Forms](#) to cpdreporting@ia.org.hk. They should add their Licence Numbers in the subject of the email, e.g. “CPD Reporting for 2024/2025 (Licence no.: AA9999)”.

2) Submission of CPD Declarations to appointing principals for reporting onto the IA

In ANNEX 2 to this circular, we have set out the detailed procedures for an individual licensee to report his/ her CPD Declaration to his/ her appointing principal by 30 September 2025, and for appointing principals in turn to report the CPD compliance status of their individual licensees onto the IA, by submitting the completed CPD Lists in relation to their appointed

individual licensees to the IA via IIC. The submission from appointing principals must be made by **31 October 2025**.

Please note that:

- **Before 31 July 2025:** appointing principals may report the compliance status of their appointed individual licensees who have already fulfilled the CPD requirements by submitting completed CPD Lists via IIC (i.e. reporting the compliance code “Y”).
- **Between 1 August and 31 October 2025:** appointing principals may report the compliance status of all of their appointed individual licensees (including those newly appointed individual licensees after 31 July 2025) by submitting completed CPD Lists via IIC.

Please note that starting from the next Assessment Period (i.e. 1 August 2025 – 31 July 2026), the IA will no longer accept physical CPD Declaration Form submitted by individual licensee (including those whose licences are under suspension), whether by email or post. At that time, individual licensees must report their CPD compliance status via IIC. For the avoidance of doubt, appointing principals may continue to use the physical CPD Declaration Form for internal declaration purposes by individual licensees who choose to report their CPD compliance through their appointing principals.

IV. CPD COMPLIANCE AND PENALTY FRAMEWORK

For the Assessment Period 2024/25, the minimum number of CPD hours an individual licensee is required to complete is 15 CPD hours, including a minimum of 3 CPD hours on topics that count as “Ethics or Regulations” (except for travel agents licensed to carry on regulated activities in restricted scope travel insurance business who are only required to earn 3 CPD hours).

To uphold the standards of the industry, the IA reminds all licensees that CPD compliance is a mandatory regulatory requirement, and it will not hesitate to take appropriate disciplinary action against any licensees who fail to meet such requirement. Details of the applicable CPD Penalty Framework for the Assessment Period 2024/25 can be found in ANNEX 3 to this circular.

Separately, the IA is encouraged by the industry’s continued improvement in CPD compliance, which rose from 90% in 2021/2022 to 96% in 2022/2023, and most recently, 99% in 2023/2024. Building on this positive momentum, the IA calls on the industry to strive for **full compliance** in the Assessment Period 2024/25, as a shared commitment to professionalism and excellence in Hong Kong insurance market.

VI. ENQUIRIES

- For matters concerning the information contained in this circular and the CPD Lists, please send your enquiries by email to cpd@ia.org.hk.
- For matters concerning IIC, or the opening/ the use of a Supervisor Account, please send your enquiries or applications by email to licensing@ia.org.hk.

Yours faithfully,

Alan Wu
Acting Head of Conduct Supervision
Insurance Authority

c.c. The Hong Kong Federation of Insurers
Professional Insurance Brokers Association
The Hong Kong Confederation of Insurance Brokers

ANNEX 1

Detailed instructions for CPD self-reporting by individual licensees via IIC to the IA

Checking the number of required CPD hours

As an individual licensee, you can check the number of CPD hours you have to complete for the Assessment Period 2024/2025 through your IIC individual account. Simply click the “*CPD Requirement and Compliance Status*” option from the vertical menu on the left and you will be able to view the number of CPD hours you are required to earn and your reported compliance status.

Submission of CPD Declaration via IIC

As an individual licensee, you can submit your CPD Declaration to the IA via IIC, by following the steps below:

- 1) Log into your IIC individual account and click “*CPD Declaration*” option from the vertical menu on the left.
- 2) If you have fulfilled the required number of CPD hours as shown in Part C of the CPD Declaration, then:
 - Select “Yes” in Part C;
 - Complete the “Declaration” in Part E;
 - Press “*Submit*” on the last page of the e-Declaration Form;
 - An One-Time-Password (“OTP”) will be sent to your mobile phone. Input the OTP received and press the “*Submit*” button;
 - The “Status” at the front page will change from “New” to “Submitted on [Date of submission]”, indicating a successful submission.

Note: if you have fulfilled the required number of CPD hours, you can report your compliance status through IIC starting at any time, including before 31 July 2025, up until 30 September 2025.

- 3) If you have **not** fulfilled the required number CPD hours as shown in Part C of the CPD Declaration on or before 31 July 2025, then you cannot report your CPD compliance status before 31 July 2025 and may only do so from 1 August 2025, up until 30 September 2025. As such, from 1 August 2025 you should report your status by taking the following steps:
 - Select “No” in Part C;
 - Input the total shortfall of CPD hour(s);
 - If your CPD shortfall has subsequently been fully made good, click “Yes” and input the last “made good” date and upload the supporting document(s) for the CPD hour(s) you have earned;
 - If your CPD shortfall has NOT been fully made good, click “No”, input the updated shortfall of CPD hours (if you have made good part of the shortfall) and upload the supporting document(s) for the CPD hour(s) you have earned, if any;
 - Complete Part D to explain why you were unable to fulfill the required number CPD hours and what action(s) you propose to take in order to fulfil the required number of

- CPD hours;
 - Complete the “Declaration” in Part E;
 - Press “Submit” on the last page of the e-Declaration Form;
 - An OTP will be sent to your mobile phone. Input the OTP received and press the “*Submit*” button;
 - The “Status” of the e-Declaration Form at the front page will change from “New” to “Submitted on [Date of submission]”, indicating a successful submission.
- 4) If you are an individual licensee who have self-reported not having made good all the shortfall hours in your first submission, but later make good any part (or all) of the shortfall and would like to update the “made good” status, you may do so up to 15 November 2025. Simply log into your IIC account, click “*CPD Declaration*” option from the vertical menu on the left and go through the following steps:
- If you have made good the full CPD shortfall, select “Yes” and input the last “made good” date and upload the supporting document(s) for the CPD hour(s) you have earned;
 - If part but not all of the CPD shortfall has been made good, click “No” and input the updated shortfall of CPD hours and upload the supporting document(s) for the CPD hour(s) you have earned;
 - Press “Submit” button;
 - An OTP will be sent to your mobile phone. Input the OTP received and press the “*Submit*” button.

Withdrawal of CPD Declaration previously submitted via IIC and resubmission of new CPD Declaration via IIC

If you, as an individual licensee, have to resubmit your CPD Declaration (due to the wrong information being included in the first submission), you will have to withdraw the previous CPD Declaration and submit a new CPD Declaration. To do this:

- 1) Log into your IIC individual account and click the “*CPD Declaration*” option from the vertical menu on the left;
- 2) Go to the final page of the e-Declaration Form and press “*Withdraw this Declaration*” at the right bottom corner;
- 3) Input the reasons for withdrawing the previous declaration, then press “OK” to confirm;
- 4) An OTP will be sent to your mobile phone. Input the OTP received and press the “*Submit*” button;
- 5) After withdrawal, the “Status” of the e-Declaration Form at the front page will change back to “New” and you may submit another CPD Declaration following the steps of “Submission of CPD Declaration via IIC” indicated above.
- 6) Withdrawal can only be made on or before **30 September 2025**.

ANNEX 2

Detailed instructions for CPD reporting by appointing principals via IIC to the IA

Appointing principals should report to the IA the CPD compliance for their individual licensees (appointed as at 31 July 2025) who do not report their CPD Declarations through the self-reporting function in IIC and instead report their CPD Declarations to their appointing principals. Reporting by appointing principals is done by uploading the completed CPD Lists via IIC by 31 October 2025, after verifying the compliance status of their individual licensees any time from the date of this circular until 30 September 2025.

An appointing principal must, in its CPD List, indicate the compliance status for each of its individual licensees using the following codes:

Code	Explanation
Y	The individual licensee has completed his/her CPD hours for the current assessment period by 31 July and submitted his/her CPD Declaration Form to the principal by 30 September; and his/her compliance status has been verified by the principal against its internal training records and/or any available external CPD attendance records.
N-1	The individual licensee has not completed the CPD hours required for the current assessment period by 31 July.
N-2	The individual licensee has not submitted a completed CPD Declaration Form and/or any documentary evidence indicating his/her CPD compliance status to the appointing principal by 30 September.
N/A	The individual licensee has not appointed the principal, as the principal responsible for reporting the individual licensee's CPD compliance to the IA.
NR	The individual licensee is not required to complete any CPD hour for the current assessment period.

Please note that when submitting a CPD List to IA via IIC, an appointing principal should only include in the CPD List the appointed individual licensees that it is reporting on with the compliance code completed for each of these licensees.

Please also note that if you are reporting on any of your individual licensees on or before 31 July 2025, you will only be able to do so if their compliance code is “Y” i.e. they have completed the CPD hours they were required to complete.

For those individual licensees with reported compliance code “N-1”, you may only report these after 31 July 2025. When doing so, for each such licensee, please fill in the total CPD hour(s) shortfall as at 31 July 2025 in the column G; fill in “Yes” or “No” in column H to indicate whether the total shortfall CPD hours(s) had been rectified; and if the total shortfall CPD hour(s) had been rectified, fill in the last rectification date in column I.

Note that for individual licensees who are not required to earn any CPD hours for the Assessment Period 2024/2025, the compliance code ‘NR’ has been pre-populated in the CPD Lists. These individual licensees are not required to report their CPD Declarations to the IA for the corresponding assessment period.

For individual licensees who have self-reported their CPD Declaration via IIC directly to the IA, their reported compliance status will also be pre-populated in the CPD Lists. Appointing principals should verify the pre-populated compliance status self-reported by their individual licensees against the principal's own internal records and advise any individual licensee who has reported the wrong information to amend their CPD Declaration if necessary.

An appointing principal may delete from the CPD List it submits to the IA, the records of individual licensees (i) who are not required to earn any CPD hours during the Assessment Period 2024/2025; or (ii) who have already self-reported their CPD Declarations directly to the IA via IIC; or (iii) whose compliance status have been reported by another appointing principal.

To submit its completed CPD List to the IA, an appointing principal should:

1. login to its IIC Supervisor or Admin account;
2. click the option "*CPD reporting*" from the vertical menu on the left;
3. click "*UPLOAD*" and select the completed CPD List;
4. click "*Validate and Submit*" to check the format and version of the CPD List, and submit the selected finalized CPD List to the IA.

In relation to all individual licensees indicated by the appointing principal to be N-1 (i.e. the individual licensee has not completed the CPD hours required by 31 July 2025) in the CPD List, the appointing principal must also email the individual licensees' relevant supporting document(s) for the CPD hour(s) earned, if any, to cpdreporting@ia.org.hk for IA's follow-up actions. For each such appointed individual licensee, the appointing principal should include the individual licensee's supporting documents in a separate file in PDF format. Appointing principal should add their Licence Numbers (for Insurance Agencies and Insurance Broker Companies) or File Numbers (for Authorized Insurers) in the subject of the email, e.g. "CPD Reporting for N-1 cases for 2024/2025 (Licence no.: FA9999)" or "CPD Reporting for N-1 cases for 2024/2025 (File no.: 999999999)"

If, following the submission of a completed CPD List to the IA, an appointing principal needs to amend the reported CPD compliance status of any of its appointed individual licensee(s), it should upload the CPD List containing only those individual licensee(s) with revised compliance status in the list, via the IIC.

ANNEX 3

Summary of Penalty Framework for CPD breaches for the Assessment Period 2024/2025

Shortfall of CPD hours	Penalties		
Shortfall of <u>less than 8 hours</u> Any shortfall for TR(Agents) carrying on restricted scope travel business	A fine of \$600 per hour of shortfall will be imposed, plus the shortfall must be rectified by 31 October 2025.	Failure to rectify the shortfall by 31 October 2025 and/ or pay the fine will lead to a minimum suspension of 3 months (to continue thereafter until the shortfall is rectified and/ or the fine is paid).	If the shortfall is still not rectified and/ or the fine remains unpaid after the 3-month suspension, the licence may be revoked.
Shortfall of <u>8 hours or more</u>	A fine of \$600 per hour of shortfall will be imposed as well as a minimum suspension of 3 months (which will continue until the shortfall is rectified or the fine is paid).	If the shortfall is still not rectified and/ or the fine remains unpaid after the suspension of 3 months, the licence may be revoked.	

If an individual licensee, without reasonable excuse, fails to submit the CPD Declaration in the manner prescribed by the IA by 30 September 2025, the IA will consider this reasonable cause to believe that the individual licensee is not fit and proper to be licensed as an insurance intermediary. This may result in an investigation by the IA against the individual licensee. Further, provision of false information in a CPD Declaration may result in revocation of licence and prohibition to apply for a new licence for 12 months.

For the Penalty Framework for CPD breaches for a particular Assessment Periods, please refer to [the circular issued on 23 July 2021](#).