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Introduction

Your JURISDICTION is invited to participate in the Peer Review Process (PRP) on Conduct of Business, which addresses ICP 19.

The PRP is in the form of a PRP Questionnaire containing various questions related to ICP 19. The questions are divided into two sections, I) insurers and II) intermediaries. If your AUTHORITY is responsible for supervising insurers as well as intermediaries, please complete both sections. If another AUTHORITY is responsible for supervising intermediaries, please enter and submit responses on their behalf. If there are multiple authorities responsible for market conduct supervision of both insurers and intermediaries, a single jurisdiction response must be submitted. The IAIS agreed in 2017 to transition from the Self-Assessment and Peer Review process to a new Peer Review Process. The primary difference for YOUR JURISDICTION will be the inclusion of general recommendations in the aggregate report on how to strengthen observance and increased disclosure of assessment results. Additionally, the PRP will identify examples of useful practices amongst IAIS Members. Such examples could provide valuable information as to how the ICP could be implemented in an effective manner.

Instructions: For each question, choose the response that most closely corresponds to the situation in YOUR JURISDICTION and YOUR AUTHORITY. Some questions ask about the actual experience in YOUR JURISDICTION during the last three years. If records or reports exist that would help you to respond to such questions, please refer to them. If not, please respond based on your best estimate of what the actual experience has been.

In this PRP Questionnaire, as in the ICPs, the term “legislation” is used to include both primary legislation (which generally requires full legislative consent) and secondary legislation and legally enforceable rules (regulations) set by the supervisor. The term “supervisory guidelines” means documents issued by the supervisor to communicate expectations to the industry, which do not have the legal force of law.

Important: Please ensure that all of your responses have been approved as final before beginning the process of entering your responses online. As you move through the online questionnaire, you may use the “Continue Later” option by clicking on the “Continue Later” button available at the end of each page. If you select the “Continue Later” button, you will receive an email notification with a link inviting you to return to the survey to continue answering questions. All responses can be edited before your final submission. Additionally, if you do not wish to comment on a question, please enter “N/A” in the comment box. You will not be able to advance to the next question if the comment box is left blank in the online questionnaire.

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Please note YOUR JURISDICTION will be provided with an opportunity to opt out of disclosing your assessment results within the IAIS members only extranet before your individual jurisdiction report is finalised.

If you have any question(s) in relation to filling out the questionnaire, please submit your question(s) to the IAIS Secretariat (Selina.Keng@bis.org or Akiko.Nakamura@bis.org) for further information in order to assist you to properly complete the survey.

Please enter your Email Address:

Please Enter Your Jurisdiction Name:

(*Required for online survey to pre-populate the information on the screens.)

Please Enter Your Authority Name:

(*Required for online survey to pre-populate the information on the screens.)

ICP 19 Conduct of Business– Section 1 - Insurers

- 19 The supervisor requires that insurers and intermediaries, in their conduct of insurance business, treat customers fairly, both before a contract is entered into and through to the point at which all obligations under a contract have been satisfied.**

This PRP questionnaire contains various questions related to ICP 19. The questions are divided into two sections I) insurers and II) intermediaries. If your AUTHORITY is responsible for supervising insurers as well as intermediaries, please complete both sections. If another AUTHORITY is responsible for supervising intermediaries, please enter and submit responses on their behalf. If there are multiple authorities responsible for market conduct supervision of insurers and intermediaries, a single jurisdiction response must be submitted.

For each question, choose the response that most closely corresponds to the situation in YOUR JURISDICTION and YOUR AUTHORITY. Some questions ask about the actual experience in YOUR JURISDICTION during the last three years. If records or reports exist that would help you to respond to such questions, please refer to them. If not, please respond based on your best estimate of what the actual experience has been.

Section I

The following questions are applicable to the supervision of **insurers**:

- 19.1 The supervisor requires insurers and intermediaries to act with due skill, care and diligence when dealing with customers.**

1. Does YOUR JURISDICTION require insurers, in their conduct of insurance business, to act with due skill, care and diligence when dealing with customers?

	1. Yes	2. No
a. Requirements apply before a contract is entered into		
b. Requirements apply through to the point at which all obligations under a contract have been satisfied		

If you would like to elaborate on your response, please comment in the box below.

2. Does YOUR JURISDICTION require insurers to act with due skill, care and diligence when dealing with customers?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.

3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

3. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding the requirements of an insurer to act with due skill, care and diligence when dealing with customers?
 1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, but a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.2 The supervisor requires insurers and intermediaries to establish and implement policies and procedures on the fair treatment of customers, as an integral part of their business culture.

4. Does YOUR JURISDICTION require insurers to establish and implement policies and procedures on the fair treatment of customers, as an integral part of their business culture?
 1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

5. How does YOUR JURISDICTION review whether the fair treatment of customers is an integral part of an insurer's business culture? (More than one option can be selected).

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	1. At Licensing stage	2. Through on-site inspections	3. Through periodic reporting, at least annually	4. Through off-site monitoring	5. Targeted reviews when complaint or concern arises	6. Not Reviewed
a. Ensure the insurer has established and implemented policies and procedures regarding the fair treatment of customers						
b. Ensure the fair treatment of customers is part of the insurer's business strategy, product design, product distribution and product performance						
c. Ensure the overall responsibility for the fair treatment of customers is at the level of the Board and Senior Management						
d. Ensure decisions that have an impact on customers are subject to particular scrutiny						
e. Ensure that internal controls exist that enable the						

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	1. At Licensing stage	2. Through on-site inspections	3. Through periodic reporting, at least annually	4. Through off-site monitoring	5. Targeted reviews when complaint or concern arises	6. Not Reviewed
identification, collection and evaluation of management information and generation of management reports that support the monitoring and measuring of an insurer's performance with respect to fair treatment of customers.						
f. Ensure that as part of an insurer's recruitment process and ongoing performance management, staff and agents are measured against high standards of ethics and integrity						
g. Ensure remuneration and reward policies take account of the fair treatment of customers, including actual or potential conflicts of interest that may lead to						

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	1. At Licensing stage	2. Through on-site inspections	3. Through periodic reporting, at least annually	4. Through off-site monitoring	5. Targeted reviews when complaint or concern arises	6. Not Reviewed
poor customer outcomes						

If you would like to elaborate on your response, please comment in the box below.

6. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding the establishment and/or implementation of an insurer's policies and procedures on the fair treatment of customers?
1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, but a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.3 The supervisor requires insurers and intermediaries to avoid or properly manage any potential conflicts of interest.

7. Does YOUR JURISDICTION require insurers to avoid or properly manage any potential conflicts of interest?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

8. Does YOUR JURISDICTION review the performance of insurers in avoiding or properly managing any potential conflicts of interest?

	1. Yes	2. No
a. At licensing stage		
b. Through on-site inspections		
c. Through periodic reporting, at least annually		
d. Through off-site monitoring		
e. Targeted reviews when complaint or concern arises		

If you would like to elaborate on your response, please comment in the box below.

9. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding requirements for insurers to avoid or properly manage conflicts of interest?
1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, but a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.4 The supervisor requires insurers and intermediaries to have arrangements in place in dealing with each other to ensure the fair treatment of customers.

10. Does YOUR JURISDICTION require insurers to have arrangements in place with intermediaries in dealing with each other to ensure the fair treatment of customers?
1. Yes.
 2. No.

If you would like to elaborate on your response, please comment in the box below.

11. To what extent does YOUR JURISDICTION assess whether insurers ensure that arrangements are in place with intermediaries they deal, that ensure the fair treatment of customers?
1. Whether arrangements are in place requiring insurers to conduct business only with intermediaries that are licensed¹, with verification that the intermediaries under such arrangements have the appropriate knowledge and ability with which to conduct such business.
 2. Whether arrangements are in place requiring insurers to conduct business only with intermediaries that are licensed, though there is no requirement to verify that the intermediaries under such arrangements have the appropriate knowledge and ability with which to conduct such business.
 3. Whether arrangements are in place, though they do not require insurers to conduct business only with intermediaries that are licensed.
 4. There are no arrangements in place that require insurers to conduct business only with intermediaries that are licensed.

If you would like to elaborate on your response, please comment in the box below.

12. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding an insurer's arrangements with intermediaries to ensure the fair treatment of customers?
1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, but a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.5 The supervisor requires insurers to take into account the interests of different types of consumers when developing and distributing insurance products.

¹ Refer to ICP 18.1.1 "In some jurisdictions other terminology such as "authorisation" or "registration", are used in place of "licensing".

13. Does YOUR JURISDICTION require insurers to take into account the interests of different types of consumers when developing and distributing insurance products?
1. Yes.
 2. No.

If you would like to elaborate on your response, please comment in the box below.

14. How does YOUR JURISDICTION establish requirements for insurers to take into account the interests of different types of customers when developing and distributing insurance products?
1. YOUR JURISDICTION primarily uses a “principles-based approach” that places responsibility on the Board and Senior Management for product approval and ensuring that products and distribution strategies take into account the interests of different types of consumers before the insurance product is distributed.
 2. YOUR JURISDICTION primarily uses a “product approval approach” that requires product approval from the supervisor before the insurance product is distributed.
 3. YOUR JURISDICTION uses a combination of a principles-based approach and product approval approach which ensures all insurance products take into account interests of different types of customers.
 4. YOUR JURISDICTION uses, in most cases, neither a principles-based approach nor a product approval approach.
 5. There is no such requirements or expectations in place in YOUR JURISDICTION. (neither principles-based approach nor a product approval approach nor a combination). If option 5 applies, please elaborate below.

If you would like to elaborate on your response, please comment in the box below.

15. If YOUR JURISDICTION uses a product approval approach, does the supervisor review products for the following?

	1. Yes	2. No	3. Not applicable
a. Pricing, where appropriate			
b. Mandated policy limits			
c. Coverage of specified risks, procedures or conditions			
d. Absence of prohibited exclusions			

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	1. Yes	2. No	3. Not applicable
e. Compliance with specifically required policy language			

If you would like to elaborate on your response, please comment in the box below.

16. Where YOUR JURISDICTION uses a principles-based approach, does the supervisor have the following expectations in requiring insurers to take into account the interests of different types of consumers when developing and distributing insurance products?

	1. Yes	2. No	3. Not applicable
a. Development of products and distribution strategies should include the use of adequate information to assess the needs of different consumer groups			
b. Before bringing a product or service to the market, the insurer should review and test the product against its business model, the existing rules and regulations and its risk management approach			
c. When a product is sold through intermediaries, insurers should provide relevant information to intermediaries to ensure that they understand the target market, such as information related to the target market itself, as well as the characteristics of the product			

If you would like to elaborate on your response, please comment in the box below.

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17. Where YOUR JURISDICTION uses a principles-based approach, how do you review the performance of insurers in taking into account the interests of different types of customers when developing and distributing insurance products?

	1. Yes	2. No	3. Not Applicable
a. At licensing stage			
b. Through on-site inspections			
c. Through periodic reporting, at least annually			
d. Through off-site monitoring			
e. Targeted reviews when complaint or concern arises			

If you would like to elaborate on your response, please comment in the box below.

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18. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding an insurer's failure to take into account the interests of different types of consumers when developing and distributing insurance products?

1. Yes, all or almost all concerns were resolved.
2. Yes, a majority of concerns were resolved.
3. Yes, but a majority of concerns were not resolved.
4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

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19.6 The supervisor requires insurers and intermediaries to promote products and services in a manner that is clear, fair and not misleading.

19. Does YOUR JURISDICTION require insurers to promote products and services in a manner that is clear, fair and not misleading?

1. Yes.
2. No.

If you would like to elaborate on your response, please comment in the box below.

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20. In order to ensure that products and services are promoted in a manner that is clear, fair and not misleading, does YOUR JURISDICTION encourage an insurer’s product promotion materials provided to customers to:

	1. Found in legislation	2. Found in published supervisory guidelines	3. There is no requirement in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met	4. There is no such requirement or expectation
a. Be easily understandable				
b. Accurately identify the product provider				
c. Be consistent with the coverage offered				
d. Be consistent with the result reasonably expected to be achieved by the customers of that product				
e. State prominently the basis for any claimed benefits and any significant limitations				
f. Not hide, diminish or obscure important statements or warnings				

If you would like to elaborate on your response, please comment in the box below.

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21. How does YOUR JURISDICTION review the performance of insurers in promoting products and services in a manner that is clear, fair and not misleading?

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	1. Yes	2. No
a. Through on-site inspections		
b. Through periodic reporting, at least annually		
c. Through off-site monitoring		
d. Targeted reviews when complaint or concern arises		

If you would like to elaborate on your response, please comment in the box below.

22. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding unclear, unfair or misleading product promotion by insurers?
1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, but a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.7 The supervisor requires insurers and intermediaries to provide timely, clear and adequate pre-contractual and contractual information to customers.

23. Does YOUR JURISDICTION impose requirements on insurers to provide timely, clear and adequate pre-contractual and contractual information to customers?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

24. Does YOUR JURISDICTION encourage insurers to provide the following?

	1. Yes	2. No
a. Ensure that the customer is given appropriate information to enable an informed decision before entering into contract		
b. Provide information that is clear, fair, not misleading and whenever possible uses “plain language”		
c. Provide product information in writing or another durable and accessible medium		
d. Provide product information in a standardised format		
e. Provide enhanced disclosures for complex or bundled products		
f. Demonstrate that the customer has received information necessary to understand the product		
g. Include information on key product features		
h. Include information on customer rights and obligations under an insurance contract		
i. Include the name of the insurer, the type of insurance contract and the level of the premium		
j. Include prominent and clear information on significant or unusual exclusions or limitations		

If you would like to elaborate on your response, please comment in the box below.

25. Does YOUR JURISDICTION encourage insurers to consider the following in providing adequate information to customers?

	1. Yes	2. No
a. Knowledge and experience of a typical customer for the policy in question		
b. Policy terms and conditions, including its main benefits,		

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	1. Yes	2. No
exclusions, limitations, conditions and its duration		
c. The policy's overall complexity		
d. Whether the policy is brought in connection with other goods and services		
e. Disclosure specific to internet sales or sales through other digital means		

If you would like to elaborate on your response, please comment in the box below.

26. How does YOUR JURISDICTION review the performance of insurers to provide timely, clear and adequate pre-contractual and contractual information to customers?

	1. Yes	2. No
a. Through on-site inspections		
b. Through periodic reporting, at least annually		
c. Through off-site monitoring		
d. Targeted reviews when complaint or concern arises		

If you would like to elaborate on your response, please comment in the box below.

27. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding the performance of an insurer in providing timely, clear and adequate pre-contractual and contractual information to customers?

1. Yes, all or almost all concerns were resolved.
2. Yes, a majority of concerns were resolved.
3. Yes, but a majority of concerns were not resolved.
4. The question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.8 Where customers receive advice before concluding an insurance contract the supervisor requires that the advice provided by insurers and intermediaries takes into account the customer’s disclosed circumstances.

28. Where customers receive advice from insurers before concluding an insurance contract, does YOUR JURISDICTION require this advice to take into account the customer’s disclosed circumstances?
1. Yes.
 2. No.

If you would like to elaborate on your response, please comment in the box below.

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29. Where insurers provide advice to customers before an insurance contract is concluded, does YOUR JURISDICTION encourage insurers to:

	1 Yes	2. No
a. Seek information from customers that is appropriate for assessing their insurance demands and needs, before giving advice		
b. Obtain customer acknowledgements where customer chooses not to get advice and where advice would normally be expected		
c. Explain and document the basis for a recommendation		
d. Establish continuous training programs to their sales staff and intermediaries to ensure good quality advice is given to customers		
e. Retain sufficient documentation to demonstrate advice provided was appropriate		
f. Review client files of those under their responsibility to control quality of advice		

If you would like to elaborate on your response, please comment in the box below.

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30. How does YOUR JURISDICTION review the controls an insurer has in place to ensure advice is appropriate?

	1. Yes	2. No
a. Through on-site inspections		
b. Through periodic reporting, at least annually		
c. Through off-site monitoring		
d. Targeted reviews when complaint or concern arises		

If you would like to elaborate on your response, please comment in the box below.

31. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding advice given to customers by an insurer?

1. Yes, all or almost all concerns were resolved.
2. Yes, a majority of concerns were resolved.
3. Yes, but a majority of concerns were not resolved.
4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.9 The supervisor requires insurers to:

- service policies appropriately through to the point at which all obligations under the policy have been satisfied;
- disclose to the policyholder information on any contractual changes during the life of the contract; and
- disclose to the policyholder further relevant information depending on the type of insurance product.

32. Does YOUR JURISDICTION require insurers to service policies appropriately through to the point at which all obligations under the policy have been satisfied?

1. Yes, and this is found in legislation.
2. Yes, and this expectation is found in published supervisory guidelines.
3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

33. Does YOUR JURISDICTION require insurers to disclose to the policyholder information on any contractual changes during the life of the contract?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

34. Does YOUR JURISDICTION require insurers to disclose to the policyholder further relevant information depending on the type of insurance product?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

35. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding an insurer's policy servicing and on-going disclosure policies and practices?
1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, but a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.10 The supervisor requires insurers to handle claims in a timely, fair and transparent manner.

36. Does YOUR JURISDICTION require insurers to handle claims in a timely manner?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

37. Does YOUR JURISDICTION require insurers to handle claims in a fair manner?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

38. Does YOUR JURISDICTION require insurers to handle claims in a transparent manner?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

39. Does YOUR JURISDICTION require insurers to:

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	1. Yes	2. No
a. Maintain written documentation on claims handling procedures		
b. Inform claimants about procedures, formalities, and common timeframes for claims settlement		
c. Provide timely and fair claims status information to complainants		
d. Illustrate and explain claim-determinative factors to complainants		
e. Ensure avoidance of conflict of interest		
f. Ensure appropriate competence and ongoing training of the staff involved regarding claims		
g. Maintain dispute resolution procedures which are balanced, impartial and not overly complicated		
h. Provide reasons for decisions in relation to rejected claims or disputes		
i. Maintain claims review processes and procedures		
j. Maintain close oversight and ultimate responsibility where claims handling processes are outsourced		

If you would like to elaborate on your response, please comment in the box below.

40. How does YOUR JURISDICTION review whether insurers handle claims in a timely, fair and transparent manner?

	1. Yes	2. No
a. At Licensing stage (e.g. internal policies and procedures)		

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	1. Yes	2. No
b. Through on-site inspections		
c. Through periodic reporting, at least annually		
d. Through off-site monitoring		
e. Targeted reviews when complaint or concern arises		

If you would like to elaborate on your response, please comment in the box below.

41. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding the performance of an insurer in the handling of claims?

1. Yes, all or almost all concerns were resolved.
2. Yes, a majority of concerns were resolved.
3. Yes, but a majority of concerns were not resolved.
4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.11 The supervisor requires insurers and intermediaries to handle complaints in a timely and fair manner.

42. Does YOUR JURISDICTION require insurers to handle complaints in a timely manner?

1. Yes, and this is found in legislation.
2. Yes, and this expectation is found in published supervisory guidelines.
3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

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43. Does YOUR JURISDICTION require insurers to handle complaints in a fair manner?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

44. Does YOUR JURISDICTION require insurers to?

	1. Yes	2. No
a. Establish policies and procedures to deal with received complaints in a fair manner		
b. Keep records and record resolution measures for each complaint received		
c. Respond to complaints without unnecessary delay		
d. Keep complainants informed about the handling of the complaint		
e. Make information on policies and procedures on complaints handling available to customers		
f. Analyse received complaints to identify trends and recurring risks		
g. Analyse complaints received against intermediaries in respect of products the intermediaries have distributed on their behalf		

If you would like to elaborate on your response, please comment in the box below.

45. How does YOUR JURISDICTION review whether insurers handle complaints in a timely and fair manner?

	1. Yes	2. No
a. At Licensing stage (e.g. internal policies and procedures)		
b. Through on-site inspections		
c. Through periodic reporting, at least annually		
d. Through off-site monitoring		
e. Targeted reviews when complaint or concern arises		

If you would like to elaborate on your response, please comment in the box below.

46. During the past three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding the performance of an insurer in the handling of complaints?

1. Yes, all or almost all concerns were resolved.
2. Yes, a majority of concerns were resolved.
3. Yes, but a majority of concerns were not resolved.
4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.12 The supervisor requires insurers and intermediaries to have policies and procedures for the protection and use of information on customers.

47. Does YOUR JURISDICTION require insurers to have policies and procedures for the protection and use of information on customers?

1. Yes.
2. No.

If you would like to elaborate on your response, please comment in the box below.

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48. Does YOUR JURISDICTION require insurers to have policies and procedures in place for the protection and use of information on customers?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

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49. Does YOUR JURISDICTION require insurers to?

	1. Yes	2. No
a. Ensure customer information collected and held is not used in a manner that results in unfair treatment		
b. Have a clear responsibility to provide their customers with a level of comfort regarding the security of their personal information		
c. Ensure that private information is protected in respect to any outsourcing		

If you would like to elaborate on your response, please comment in the box below.

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50. How does YOUR JURISDICTION review an insurer's policies and procedures for the protection and use of information on customers?

	1. Yes	2. No
a. At Licensing stage		

b. Through on-site inspections		
c. Through periodic reporting, at least annually		
d. Through off-site monitoring		
e. Targeted reviews when complaint or concern arises		

If you would like to elaborate on your response, please comment in the box below.

51. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding the performance of an insurer in protecting customers' information?
1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, but a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.13 The supervisor publicly discloses information that supports the fair treatment of customers.

52. Does YOUR JURISDICTION publicly disclose information that supports the fair treatment of customers?
1. Yes.
 2. No.

If you would like to elaborate on your response, please comment in the box below.

53. Does YOUR JURISDICTION do the following in publicly disclosing information that supports the fair treatment of customers?

Peer Review Process Questionnaire: ICP 19

	1. Yes	2. No
a. Publish policyholder protection arrangements in place for insurance contracts sold within its jurisdiction and insurers subject to its supervision		
b. Communicate the position of policyholders dealing with insurers not subject to oversight or supervision within its jurisdiction		
c. Provide information to the public about whether and how local legislation applies to the cross-border offering of insurance, including digital channels		
d. Issue warning notices to consumers in order to avoid transactions with insurers that are unlicensed or subject to a suspended or revoked license		
e. Publish information promoting customers' understanding of insurance contracts		
f. Have requirements regarding public disclosure by insurers of information on their business activities, performance and financial position		

If you would like to elaborate on your response, please comment in the box below.

The following questions are asked in order to identify “good or useful practices” among the IAIS members. The responses are not used to assess the observance level in the assessment. YOUR AUTHORITY is encouraged to complete the questions in order to capture implemented practices concerning ICP 19.

54. Please provide the overall statistics information on INSURERS in YOUR JURISDICTION (e.g. number of insurers that are licensed, number of staff in the supervisory team of the authorities, etc.). (Overall statistics information)

55. What approach does YOUR AUTHORITY take to require or encourage insurers to embed the fair treatment of customers within their business culture? In your response, please describe any supervisory requirements and how these are enforced and reviewed. (Standard 19.2)

56. Does YOUR AUTHORITY require insurers to report significant issues identified in respect of intermediaries and does YOUR AUTHORITY have the power to take actions against an insurer knowingly cooperating with an intermediary that is in breach of its regulatory requirements? If possible, in your response please also describe a case that you identified during the last three years and the supervisory response. (Standard 19.4)

57. If YOUR AUTHORITY identifies concerns with the design of an insurance product (including the distribution strategies), what actions can YOUR AUTHORITY take? If possible, in your response please also describe a case that you identified during the last three years and the supervisory response. (Standard 19.5)

58. Please describe YOUR JURISDICTION approach to transparency and disclosure requirements applicable to insurers for internet sales of insurance products or distribution through other digital channels. Please explain whether these requirements are specific to digital distribution and whether they provide the same level of protection to customers as requirement applicable to insurance business conducted through non-digital means. (Standard 19.7)

59. In YOUR JURISDICTION, how do supervisory requirements address the roles and responsibilities of insurers with respect to ongoing policy servicing, including the provision of relevant information to customers throughout the life of the policy? (Standard 19.9)

60. If outsourcing of claims handling is permitted in YOUR JURISDICTION, how does YOUR AUTHORITY supervise the oversight and ultimate responsibility of insurers when they outsource claims handling processes? (Standard 19.10)

61. Does YOUR AUTHORITY encourage insurers to have mechanisms in place to review claims disputes in order to promote fair play and objectivity in claims related decisions? Please describe YOUR JURISDICTION's strategies or approaches in this regard. (Standard 19.10)

62. If YOUR AUTHORITY has implemented complaints monitoring systems (relating to complaints against insurers), please describe how it works and any challenges experienced. (Standard 19.11)

63. Does YOUR JURISDICTION have Independent Dispute Resolution (IDR) mechanisms for insurers in place for insurance-related disputes? If yes, please describe the type of IDR including its structure and main operational features (e.g. funding, legal basis, governance, independence). (Standard 19.11)

64. What is YOUR AUTHORITY's supervisory approach in addressing insurers' outsourcing risk concerning the protection and use of private customer information, specifically where insurers outsource to firms in other jurisdictions? (Standard 19.12)

----- *To be continued* -----

ICP 19 Conduct of Business– Section II - Intermediaries

- 19 The supervisor requires that insurers and intermediaries, in their conduct of insurance business, treat customers fairly, both before a contract is entered into and through to the point at which all obligations under a contract have been satisfied.**

This PRP questionnaire containing various questions related to ICP 19. The questions are divided into two sections I) insurers and II) intermediaries. If your AUTHORITY is responsible for supervising insurers as well as intermediaries, please complete both sections. If another AUTHORITY is responsible for supervising intermediaries, please enter and submit responses on their behalf. If there are multiple authorities responsible for market conduct supervision of insurers and intermediaries, a single jurisdiction response must be submitted.

For each question, choose the response that most closely corresponds to the situation in YOUR JURISDICTION and YOUR AUTHORITY. Some questions ask about the actual experience in YOUR JURISDICTION during the last three years. If records or reports exist that would help you to respond to such questions, please refer to them. If not, please respond based on your best estimate of what the actual experience has been.

Section II

The following questions apply to the supervision of intermediaries:

- 19.1 The supervisor requires insurers and intermediaries to act with due skill, care and diligence when dealing with customers.**

65. Does YOUR JURISDICTION require intermediaries, in their conduct of insurance business, to act with due skill, card and diligence when dealing with customers?

	1. Yes	2. No
a. Requirements apply before a contract is entered into		
b. Requirement apply through to the point at which all obligations under a contract have been satisfied		

If you would like to elaborate on your response, please comment in the box below.

66. Does YOUR JURISDICTION require intermediaries to act with due skill, care and diligence when dealing with customers?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.

3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

67. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding the requirements of an intermediary to act with due skill, care and diligence when dealing with customers?
1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, but a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.2 The supervisor requires insurers and intermediaries to establish and implement policies and procedures on the fair treatment of customers, as an integral part of their business culture.

68. Does YOUR JURISDICTION require intermediaries to establish and implement policies and procedures on the fair treatment of customers, as an integral part of their business culture?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

69. How does YOUR JURISDICTION review whether the fair treatment of customers is an integral part of an intermediary's business culture? (more than one option in each row can be selected)

Peer Review Process Questionnaire: ICP 19

	1. At Licensing stage	2. Through on-site inspections, including inspections of the insurer	3. Through periodic reporting, at least annually, including reporting of the insurer	4. Through off-site monitoring, including monitoring of the insurer	5. Targeted reviews when complaint or concern arises, including reviews of the insurer	6. Not Reviewed
a. Ensure the intermediary has established and implemented policies and procedures regarding the fair treatment of customers						
b. Ensure the fair treatment of customers is part of the intermediary's business strategy and product distribution						
c. Ensure the overall responsibility for the fair treatment of customers is at the level of the Board and Senior Management						
d. Ensure decisions that have an impact on customers are subject to particular scrutiny						
e. Ensure that internal controls exist						

Peer Review Process Questionnaire: ICP 19

	1. At Licensing stage	2. Through on-site inspections, including inspections of the insurer	3. Through periodic reporting, at least annually, including reporting of the insurer	4. Through off-site monitoring, including monitoring of the insurer	5. Targeted reviews when complaint or concern arises, including reviews of the insurer	6. Not Reviewed
that enable the identification, collection and evaluation of management information and generation of management reports that support the monitoring and measuring of an intermediary's performance with respect to fair treatment of customers						
f. Ensure that as part of an intermediary's recruitment process and ongoing performance management, staff and agents are measured against high standards of ethics and integrity€						
g. Ensure remuneration and reward policies take account of the						

Peer Review Process Questionnaire: ICP 19

	1. At Licensing stage	2. Through on-site inspections, including inspections of the insurer	3. Through periodic reporting, at least annually, including reporting of the insurer	4. Through off-site monitoring, including monitoring of the insurer	5. Targeted reviews when complaint or concern arises, including reviews of the insurer	6. Not Reviewed
fair treatment of customers, including actual or potential conflicts of interest that may lead to poor customer outcomes						

If you would like to elaborate on your response, please comment in the box below.

70. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding the establishment and/or implementation of an intermediary's policies and procedures on the fair treatment of customers?
1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, but a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.3 The supervisor requires insurers and intermediaries to avoid or properly manage any potential conflicts of interest.

71. Does YOUR JURISDICTION require intermediaries to avoid or properly manage any potential conflicts of interest?
1. Yes, and this requirement is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.

Peer Review Process Questionnaire: ICP 19

3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

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72. How does YOUR JURISDICTION review the performance of intermediaries in avoiding or properly managing any potential conflicts of interest?

	1. Yes	2. No
a. At licensing stage		
b. Through on-site inspections, including inspections of the insurer		
c. Through periodic reporting, at least annually, including reporting of the insurer		
d. Through off-site monitoring, including monitoring of the insurer		
e. Targeted reviews when complaint or concern arises, including reviews of the insurer		

If you would like to elaborate on your response, please comment in the box below.

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73. During the last three years, has YOUR JURISDICTION taken action to resolve supervisory concerns regarding the requirements of an intermediary to manage conflicts of interest in a satisfactory manner?

1. Yes, all or almost all concerns were resolved.
2. Yes, a majority of concerns were resolved.
3. Yes, but a majority of concerns were not resolved.
4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

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19.4 The supervisor requires insurers and intermediaries to have arrangements in place in dealing with each other to ensure the fair treatment of customers.

74. Does YOUR JURISDICTION require intermediaries to have arrangements in place with insurers in dealing with each other to ensure the fair treatment of customers?
1. Yes.
 2. No.

If you would like to elaborate on your response, please comment in the box below.

75. To what extent does YOUR JURISDICTION assess whether intermediaries have required arrangements in place with insurers in dealing with each other to ensure the fair treatment of customers?
1. Whether arrangements are in place requiring insurers to conduct business only with intermediaries that are licensed², with verification that the intermediaries under such arrangements have the appropriate knowledge and ability with which to conduct such business.
 2. Whether arrangements are in place requiring insurers to conduct business only with intermediaries that are licensed, though there is no requirement to verify that the intermediaries under such arrangements have the appropriate knowledge and ability with which to conduct such business.
 3. Whether arrangements are in place, though they do not require insurers to conduct business only with intermediaries that are licensed.
 4. There are no arrangements in place that require insurers to conduct business only with intermediaries that are licensed.

If you would like to elaborate on your response, please comment in the box below.

76. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding an intermediary's arrangements with insurers to ensure the fair treatment of customers?
1. Yes, all or almost all concerns were resolved.

² Refer to ICP 18.1.1 "In some jurisdictions other terminology such as "authorisation" or "registration", are used in place of "licensing".

2. Yes, a majority of concerns were resolved.
3. Yes, but a majority of concerns were not resolved.
4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.5 The supervisor requires insurers to take into account the interests of different types of consumers when developing and distributing insurance products.

77. If YOUR JURISDICTION uses a principles-based approach, does the supervisor have the following expectations in requiring intermediaries to take into account the interests of different types of consumers when developing and distributing insurance products?

	1. Yes	2. No	3. Not applicable
a. Development of products and distribution strategies should include the use of adequate information to assess the needs of different consumer groups			
b. Product development should provide for a thorough assessment of the main characteristics of a new product and of the related disclosure documents by every appropriate department of the insurer			
c. The intermediary should provide information to the insurer on the types of customers to whom the product is sold and whether the product meets the needs of the target market			

If you would like to elaborate on your response, please comment in the box below.

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19.6 The supervisor requires insurers and intermediaries to promote products and services in a manner that is clear, fair and not misleading.

78. Does YOUR JURISDICTION require intermediaries to promote products and services in a manner that is clear, fair and not misleading?
1. Yes.
 2. No.

If you would like to elaborate on your response, please comment in the box below.

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79. In order to ensure that products and services are promoted in a manner that is clear, fair and not misleading, does YOUR JURISDICTION encourage an intermediary's product promotion materials prepared by the intermediary provided to customers to:

	1. Found in legislation	2. Found in published supervisory guidelines	3. There is no requirement in legislation or expectation in published supervisory guidelines, but supervisors advise when expectations are not being met	4. There is no such requirement or expectation
a. Be easily understandable				
b. Accurately identify the product provider				
c. Be consistent with the coverage offered				
d. Be consistent with the result reasonably expected to be achieved by the customers of that product				
e. State prominently the basis for any claimed benefits and any significant limitations				

Peer Review Process Questionnaire: ICP 19

	1. Found in legislation	2. Found in published supervisory guidelines	3. There is no requirement in legislation or expectation in published supervisory guidelines, but supervisors advise when expectations are not being met	4. There is no such requirement or expectation
f. Not hide, diminish or obscure important statements or warnings				

If you would like to elaborate on your response, please comment in the box below.

80. How does YOUR JURISDICTION review the performance of intermediaries in promoting products and services in a manner that is clear, fair and not misleading?

	1. Yes	2. No	3. Not applicable
a. At licensing stage			
b. Through on-site inspections, including inspections of the insurer			
c. Through periodic reporting, at least annually, including reporting of the insurer			
d. Through off-site monitoring, including monitoring of the insurer			
e. Targeted reviews when complaint or concern arises, including reviews of the insurer			

If you would like to elaborate on your response, please comment in the box below.

81. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding unclear, unfair or misleading product promotion by an intermediary?

Peer Review Process Questionnaire: ICP 19

1. Yes, all or almost all concerns were resolved.
2. Yes, a majority of concerns were resolved.
3. Yes, a majority of concerns were not resolved.
4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

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19.7 The supervisor requires insurers and intermediaries to provide timely, clear and adequate pre-contractual and contractual information to customers.

82. Does YOUR JURISDICTION impose requirements on intermediaries to provide timely, clear and adequate pre-contractual and contractual information to customers?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

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83. Does YOUR JURISDICTION encourage intermediaries to provide following?

	1. Yes	2. No
a. Ensure that the customer is given appropriate information to enable an informed decision before entering into contract		
b. Provide information that is clear, fair, not misleading and whenever possible, uses "plain language"		
c. Provide product information in writing or another durable and accessible medium		
d. Provide product information in a standardised format		
e. Provide enhanced disclosures for complex or bundled products		

Peer Review Process Questionnaire: ICP 19

	1. Yes	2. No
f. Demonstrate that the customer has received information necessary to understand the product		
g. Include information on key product features		
h. Include information on customer rights and obligations under an insurance contract		
i. Include the name of the insurer, the type of insurance contract and the level of the premium		
j. Include prominent and clear information on significant or unusual exclusions or limitations		

If you would like to elaborate on your response, please comment in the box below.

84. Does YOUR JURISDICTION encourage intermediaries to consider the following in providing adequate information to customers?

	1. Yes	2. No
a. Knowledge and experience of a typical customer for the policy in question		
b. Policy terms and conditions, including its main benefits, exclusions, limitations, conditions and its duration		
c. The policy's overall complexity		
d. Whether the policy is brought in connection with other goods and services		
e. Disclosure specific to internet sales or sales through other digital means		

If you would like to elaborate on your response, please comment in the box below.

85. How does YOUR JURISDICTION review the performance of intermediaries to provide timely, clear and adequate pre-contractual and contractual information to customers?

Peer Review Process Questionnaire: ICP 19

	1. Yes	2. No	3. Not applicable
a. At licensing stage			
b. Through on-site inspections, including inspections of the insurer			
c. Through periodic reporting, at least annually, including reporting of the insurer			
d. Through off-site monitoring, including monitoring of the insurer			
e. Targeted reviews when complaint or concern arises, including reviews of the insurer			

If you would like to elaborate on your response, please comment in the box below.

86. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding the performance of an intermediary to provide timely, clear and adequate pre-contractual and contractual information to customers?
1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.8 Where customers receive advice before concluding an insurance contract the supervisor requires that the advice provided by insurers and intermediaries takes into account the customer's disclosed circumstances.

87. Where customers receive advice from intermediaries before concluding an insurance contract, does YOUR JURISDICTION require this advice to take into account the customer's disclosed circumstances?
1. Yes.
 2. No.

Peer Review Process Questionnaire: ICP 19

If you would like to elaborate on your response, please comment in the box below.

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88. Where intermediaries provide advice to customer before an insurance contract is concluded, does YOUR JURISDICTION encourage intermediaries to:

	1 Yes	2. No
a. Seek information from customers that is appropriate for assessing their insurance demands and needs, before giving advice		
b. Obtain customer acknowledgements where customer chooses not to get advice and where advice would normally be expected		
c. Explain and document the basis for a recommendation		
d. Retain sufficient documentation to demonstrate advice provided was appropriate		
e. Review client files of those under their responsibility to control quality of advice		

If you would like to elaborate on your response, please comment in the box below.

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89. How does YOUR JURISDICTION review the controls an intermediary has in place to ensure advice is appropriate?

	1. Yes	2. No	3. Not applicable
a. At licensing stage			
b. Through on-site inspections, including inspections of the insurer			
c. Through periodic reporting, at least annually, including reporting of the insurer			
d. Through off-site monitoring, including monitoring of the insurer			

Peer Review Process Questionnaire: ICP 19

	1. Yes	2. No	3. Not applicable
e. Targeted reviews when complaint or concern arises, including reviews of the insurer			

If you would like to elaborate on your response, please comment in the box below.

90. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding advice given to customers by an intermediary?
1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.11 The supervisor requires insurers and intermediaries to handle complaints in a timely and fair manner.

91. Does YOUR JURISDICTION require intermediaries to handle complaints in a timely manner?
1. Yes, and this is found in legislation.
 2. Yes, and this expectation is found in published supervisory guidelines.
 3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
 4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

92. Does YOUR JURISDICTION require intermediaries to handle complaints in a fair manner?
1. Yes, and this is found in legislation.
 2. Yes, and this is found in published supervisory guidelines.

Peer Review Process Questionnaire: ICP 19

3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

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93. Does YOUR JURISDICTION require intermediaries to?

	1. Yes	2. No
a. Establish policies and procedures to deal with received complaints in a fair manner		
b. Keep records and record resolution measures for each complaint received		
c. Respond to complaints without unnecessary delay		
d. Keep complainants informed about the handling complaint		
e. Make information on policies and procedures on complaints handling available to customers		
f. Analyse received complaints to identify trends and recurring risks		
g. Analyse received complaint in respect of products distributed on behalf of insurers		

If you would like to elaborate on your response, please comment in the box below.

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94. How does YOUR JURISDICTION review whether intermediaries handle complaints in a timely and fair manner?

	1. Yes	2. No
a. At Licensing stage (e.g. internal policies and procedures)		
b. Through on-site inspections, including inspections of the insurer		
c. Through periodic reporting, at least annually, including reporting of the insurer		
d. Through off-site monitoring, including monitoring of the insurer		
e. Targeted reviews when complaint or concern arises, including reviews of the insurer		

If you would like to elaborate on your response, please comment in the box below.

95. During the past three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding the performance of an intermediary in the handling of complaints?
1. Yes, all or almost all concerns were resolved.
 2. Yes, a majority of concerns were resolved.
 3. Yes, a majority of concerns were not resolved.
 4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

19.12 The supervisor requires insurers and intermediaries to have policies and procedures for the protection and use of information on customers.

96. Does YOUR JURISDICTION require insurers to have policies and procedures for the protection and use of information on customers?
1. Yes.
 2. No.

If you would like to elaborate on your response, please comment in the box below.

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97. Does YOUR JURISDICTION require intermediaries to have policies and procedures in place for the protection and use of information on customers?

1. Yes, and this is found in legislation.
2. Yes, and this is found in published supervisory guidelines.
3. This is not required in legislation or published supervisory guidelines, but supervisors advise when expectations are not being met.
4. There is no such requirement or expectation.

If you would like to elaborate on your response, please comment in the box below.

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98. Does YOUR JURISDICTION require intermediaries to?

	1. Yes	2. No
a. Ensure customer information collected and held is not used in a manner that results in unfair treatment		
b. Have a clear responsibility to provide their customers with a level of comfort regarding the security of their personal information		
c. Ensure that private information is protected in respect of any outsourcing		

If you would like to elaborate on your response, please comment in the box below.

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99. How does YOUR JURISDICTION review an intermediary's policies and procedures for the protection and use of information on customers?

	1. Yes	2. No
a. Review at licensing stage		

Peer Review Process Questionnaire: ICP 19

b. Through on-site inspection, including inspections of the insurer		
c. Through periodic reporting, at least annually, including reporting of the insurer		
d. Through off-site monitoring, including monitoring of the insurer		
e. Targeted reviews when complaint or concern arises, including reviews of the insurer		

If you would like to elaborate on your response, please comment in the box below.

100. During the last three years, has YOUR AUTHORITY taken action to resolve supervisory concerns regarding the performance of an intermediary in protecting customers' information?

1. Yes, all or almost all concerns were resolved.
2. Yes, a majority of concerns were resolved.
3. Yes, a majority of concerns were not resolved.
4. This question is not applicable, because no such concerns were identified during the last three years.

If you would like to elaborate on your response, please comment in the box below.

The following questions are asked in order to identify “good and useful practices” among the IAIS members. The responses are not used to assess the observance level in the assessment. YOUR AUTHORITY is encouraged to complete the questions in order to capture implemented practices concerning ICP 19.

101. Please provide the overall statistics information on INTERMEDIARIES in YOUR JURISDICTION (e.g. number of intermediaries such as agents and brokers that are licensed, number of staff in the supervisory team of the authorities etc.). (Overall statistics information)

102. Please briefly describe the overall framework for the supervision of conduct of business of insurance intermediaries in YOUR JURISDICTION. Does YOUR JURISDICTION rely on legally enforceable requirements, supervisory guidelines or other approaches, such as combination of the two and/or self-regulatory standards? Please describe the approach YOUR JURISDICTION takes in this regard? (Overall conduct framework)

103. What approach does YOUR AUTHORITY take to require or encourage intermediaries to embed fair treatment of customers within their business culture? If possible, in your response please also elaborate on any supervisory requirements and how these are enforced and reviewed. (Standard 19.2)

104. What approach does YOUR JURISDICTION take to avoid conflicts of interest between intermediaries and customers, especially insofar as it relates to compensation structures and other incentives? If possible, please also elaborate on any identified compensation structures and other incentives that may have resulted in conflicts of interest. (Standard 19.3)

105. Please describe YOUR JURISDICTION approach to transparency and disclosure requirements applicable to intermediaries for internet sales of insurance products or distribution through other digital channels. Please explain whether these requirements are specific to digital distribution and whether they provide the same level of protection to customers as requirements applicable to insurance business conducted through non-digital means. (Standard 19.7)

106. In YOUR JURISDICTION, how do supervisory requirements address the roles and responsibilities of intermediaries, in cases where intermediaries perform ongoing policy servicing activities throughout the life cycle of such policies on behalf of insurers? (Standard 19.9)

107. If YOUR AUTHORITY has implemented complaints monitoring systems (relating to complaints against intermediaries), please describe how it works and any challenges experienced. (Standard 19.11)

108. Does YOUR JURISDICTION have Independent Dispute Resolution (IDR) mechanisms for intermediaries in place for insurance-related disputes? If yes, please describe the type of IDR including its structure and main operational features (e.g. funding, legal basis, governance, independence). (Standard 19.11)

109. What is YOUR AUTHORITY's supervisory approach in addressing intermediaries' outsourcing risk concerning the protection and use of private customer information, specifically where intermediaries outsource to firms in other jurisdictions? (Standard 19.12)

Comments:

(Open comment box will be provided for respondents to provide further information)

