

Table 1

Statistics on business of Investment-linked Assurance Schemes (ILAS) in the past two years:

	2013	2014
No. of new ILAS policies	91 645	71 462
Annualised premium ¹ (HK\$ billion)	6.8	5.29
Single premium ² (HK\$ billion)	12.32	10.76
No. of surrendered policies (percentage in the total number of ILAS policies)	136 440 (8.2%)	113 228 (6.8%)

¹ Premiums paid annually.

² A single premium payable at policy inception, regardless of the term of the policy.

Table 2

Number of ILAS complaints received by the Office of the Commissioner of Insurance (OCI) and the three self-regulatory organisations (SROs) in the past two years:

	2013	2014
Complaints against insurers (handled by the OCI)		
Number of complaints	50	75
Claim processing procedures	5	1
Representation of policies	6	23
Service manner	15	22
Disputes over compensation/surrender values	2	6
Others (e.g. fees and charges, management issues)	22	23
Complaints against insurance intermediaries (handled by the three SROs)		
Number of complaints	319	277
Representation of policies	277	237
Others (e.g. service manner, diligence in carrying out the instructions of policyholders)	42	40
Total number of complaints (Percentage in the total number of complaints received by OCI and the three SROs involving the insurance sector)	369 (26%)	352 (21%)

Table 3

Number of ILAS complaints received by the Securities and Futures Commission (SFC) and the Consumer Council:

	2013	2014
SFC		
Number of complaints ³	25	37
Consumer Council		
Number of complaints (Percentage in the number of complaints received by the Consumer Council involving the insurance sector)	66 (13%)	40 (11%)
Trade practices	27	21
Disputes over prices / fees and charges	24	10
Service quality	12	7
Others	3	2

³ Among the ILAS complaints received by the SFC, about 10% came under SFC's purview (i.e. relating to the disclosure of product information) and were handled by SFC.