



NEWS BULLETIN OCTOBER 2007

A Regular News Bulletin Of Hong Kong Chamber Of Insurance Intermediaries

PRESIDENT MESSAGE

The medical insurance products currently in the market are numerous but we believe that there is an imminent need requiring the attention of both The Hong Kong Federation of Insurers and the Insurance Authority with the help from the professional people of the medical association to align the big gaps existing between the medical covers provided by the insurers and the informed knowledge of insurance consumers.

Customers do not usually know that many medical insurance products have the following limitations.

1. Misleading words, such as

- .. “Yearly renewable” – the insurance is renewable at the option of the insurers
- .. “Guaranteed renewable” –the insurers have the absolute right to change the renewal premium

2. Unpredictable premium

- .. Upon renewal of each medical insurance, insurers at their discretion can change the premium rates shown on the marketing brochures

3. Inferior Medical Service

- .. Many network doctors provide inferior medical service as well as inferior medicine if patients paid the charges by the credit cards under their medical insurance.

4. Onerous Burden of Proof

- .. Many medical insurance policies require the customers, when making claims for reimbursement of medical expenses, to provide evidence and information to the entire satisfaction of the insurers. The customers will be in a perplexed situation if the insurers say “No!”

5. No Comprehensible Product Literatures

- .. Insurers are using a lot of jargons in their product literatures and they are not easily comprehensible. There are a lot of unclear definitions such as the meaning of non-disclosure, pre-existing conditions, waiting period, mental disease, and congenital disease. Different insurers may use different words to mean the same thing, or even worse, using similar words to mean different things.

6. Unclear Amount of Indemnity

- .. If the surgical procedure is not listed out in the surgical schedule, the amount of indemnity will be determined at the discretion of the insurers

As such, we suggest The Federation of Insurers should take the initiative to look into the following matters:-

1. Standardization of definitions. This is not the same as standardization of medical insurance product. We encourage free market and innovation.
2. Prohibiting the use of certain reserved words, such as “renewable” or “guaranteed renewable” unless it is used for a genuine long-term non-cancelable foreseeable renewal premium policy.
3. Comprehensible product literature and insurance policy
4. Transparent premium rates
5. Transparent claims procedures
6. Network doctors should provide the same level of service or medicine no matter the customers have insurance covers or not (Can the patient present the medical card after consultation?)
7. Providing adequate training by the insurer to its agents.

We trust our valuable inputs and suggestions to the relevant insurance bodies will enhance the Medical Insurance products and services to Insured.

Roger Tsang



扶康會運動競技同樂日2007

日期：2007年11月25日

時間：上午九時至下午四時

地點：葵涌運動場

對象：市民大眾, 智障人士, 精神康復者及殘疾人士



歡迎各會員及家人踴躍參加。
詳情將會稍後公佈。

香港保險中介人商會



畢禹徵杯高爾夫球比賽

二〇〇七年九月十三日



*September Last Friday
Fellowship*

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Total cash in hand as at
30 September 2007 was
HK\$489,731.97

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