

立法會 *Legislative Council*

立法會 CB(3)688/03-04 號文件

2004 年 6 月 11 日內務委員會會議文件

定於 2004 年 6 月 16 日立法會會議上提出的質詢

提問者：

- | | | |
|------|-----------------------|--------------|
| (1) | 田北俊議員 | (口頭答覆) |
| (2) | 麥國風議員 | (口頭答覆)(新的質詢) |
| | <i>(取代原先列入此編號的質詢)</i> | |
| (3) | 鄧兆棠議員 | (口頭答覆) |
| (4) | 譚耀宗議員 | (口頭答覆) |
| (5) | 何鍾泰議員 | (口頭答覆) |
| (6) | 黃成智議員 | (口頭答覆) |
| (7) | 黃容根議員 | (書面答覆) |
| (8) | 許長青議員 | (書面答覆) |
| (9) | 陳國強議員 | (書面答覆) |
| (10) | 丁午壽議員 | (書面答覆) |
| (11) | 楊孝華議員 | (書面答覆) |
| (12) | 劉慧卿議員 | (書面答覆) |
| (13) | 胡經昌議員 | (書面答覆) |
| (14) | 麥國風議員 | (書面答覆) |
| (15) | 陳偉業議員 | (書面答覆) |
| (16) | 劉慧卿議員 | (書面答覆) |
| (17) | 劉江華議員 | (書面答覆) |
| (18) | 何鍾泰議員 | (書面答覆) |
| (19) | 黃容根議員 | (書面答覆) |
| (20) | 陳偉業議員 | (書面答覆) |

註 :

NOTE :

議員將採用這種語言提出質詢

Member will ask the question in this language

(2) 麥國風議員 (口頭答覆)

據報，保險索償投訴局(簡稱“投訴局”)於去年接獲的保險索償投訴總數較前一年減少百分之十二，但當中涉及醫療保險和個人意外保險索償的投訴則分別上升約三成。就此，政府可否告知本會：

- (一) 有否評估就該兩類保險索償作出的投訴上升的原因；
- (二) 是否知悉在過去 3 年，投訴局每年接獲的醫療保險索償投訴按投訴原因分類的個案數字，以及當中保險公司被裁定須向投訴人作出賠償的個案數字；及
- (三) 保險業監理處有否與保險行業組織商討如何減少該兩類保險索償的投訴？

(2) Hon Michael MAK (Oral Reply)

It has been reported that while the total number of complaints about insurance claims received by the Insurance Claims Complaints Bureau ("ICCB") decreased by 12% over the previous year, the number of complaints in respect of claims on medical insurance and personal accident insurance increased by about 30% respectively. In this connection, will the Government inform this Council whether:

- (a) it has assessed the cause of the rise in the number of complaints about the above two types of insurance claims;
- (b) it knows the number of complaints, broken down by the cause of complaints, about medical insurance claims received by ICCB in each of the past three years and, among them, the number of cases in which the insurance companies were ordered to pay compensation to the complainants; and
- (c) the Office of the Commissioner for Insurance has discussed with trade organizations of the insurance industry ways to reduce complaints about the two types of insurance claims?