

Specification of Competency Standards of the Insurance Industry

**Unit of Competency**

**Functional Area: Legal & Compliance**

Title	Handle legal enquiries
Code	105625L6
Range	This unit of competency is applicable to those who are responsible for handling enquiries on legal issues from company units. It involves working with enquirers to analyze legal exposures of the situations, identifying signs and potentials of breaching relevant laws and regulations and providing opinions to deal with legal aspects of the operations.
Level	6
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess knowledge in legal aspects of insurance operations <ul style="list-style-type: none"> <li>• Fully aware of regulatory requirements in respect of the insurance industry, including all of the relevant ordinances and statutory regulations; guidance notes and circulars issued by the regulators; industry standards, guidelines and codes of practice issued by industry bodies</li> <li>• Comprehend corporate development policy</li> <li>• Analyze legal exposures that different business units may face</li> </ul> </li> <li>2. Handle enquiries on legal issues <ul style="list-style-type: none"> <li>• Set up communication channels to facilitate legal enquiries</li> <li>• Work with enquirers to analyze legal exposures of the situations</li> <li>• Identify signs and potentials of breaching relevant laws and regulations</li> <li>• Provide opinions to deal with legal aspects of the operations as appropriate</li> <li>• Provide comprehensive explanations on impact to company in case of violations</li> </ul> </li> <li>3. Handle enquiries on legal issues in a professional manner <ul style="list-style-type: none"> <li>• Coordinate with relevant company units to establish communication channels to facilitate legal enquiries and evaluation of legal exposures</li> <li>• Identify signs of infringement of relevant laws and regulations</li> <li>• Provide suggestions to manage legal aspects of operation.</li> </ul> </li> </ol>
Assessment Criteria	<p>The integral outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Able to establish communication channels to facilitate cooperation with enquirers</li> <li>• Able to detect signs of breaches of regulatory requirements</li> <li>• Able to provide opinions to deal with legal aspects of the operations in the best interest of company.</li> </ul>
Remark	This unit of competency is also applicable to general insurers, life insurers and broker.