



CONDITIONS OF REGISTRATION FOR GENERAL INSURANCE AND TAKAFUL AGENTS

Once an applicant has been registered and becomes an insurance agent, he shall adhere to the following conditions:

1. he shall not act on behalf of any insurer who is not registered under the IO and TO;
2. he shall not appoint sub-agents;
3. he shall indicate below his name that he is a “registered insurance agent” and/or “registered takaful agent” in all advertisements, letterheads, signboards, brochures, business cards or other publications;
4. he shall display their valid registration certificates at their registered business address and may have a digital copy in hand when meeting policyholders;
5. a motor insurance cover note shall only be issued after the insured’s premium/contribution payable in full has been received;
6. remittance of premiums/contributions within the specified times as prescribed by the IO/TO shall be done without undue delay to minimise outstanding premiums/contributions;
7. he shall maintain a deposit with each principal in the form of cash, where the amount shall be no less than BND2,000 per principal for individual agents and shall be no less than BND5,000 per principal for corporate agents, or any other amount set by the principal, whichever is the higher;
8. he shall seek the approval of the Authority, if he intends to make changes to the information provided in the registration application form after he is duly registered. This includes changes to the insurance agent’s business or company name, co-operative societies’ name, office address, and corporate nominees. The Authority may issue a new certificate of registration upon approval of any changes to the information provided in the registration application form;
9. upon soliciting an insurance policy, he shall:
 - (a) identify himself as an insurance agent acting on behalf of the insurer(s);

- (b) disclose his registration number if so requested and identify his registration number on his business cards if they are distributed;
- (c) make every reasonable effort to ensure that the policy proposed is suitable to the needs and resources of the prospective policyholder as disclosed to the insurance agent;
- (d) give advice only on those matters in which he is competent to deal with or otherwise seek advice from his insurer(s) when necessary;
- (e) explain the cover afforded by each policy recommended and also its exclusions to ensure that the prospective policyholder understands what he is buying;
- (f) explain the specific differences to which he is referring when making comparisons with other types of policies;
- (g) treat all information supplied by the prospective policyholder as confidential and disclose such information only to the insurer(s) to which the business is being offered;
- (h) not make inaccurate or misleading statements about any insurer(s) or their policies, or any other agents;
- (i) not impose any charge in addition to the policy premium without disclosing the amount and purpose of such charge to the policyholder before the binding of the policy;
- (j) have policies and procedures on handling client monies that cover matters such as the following:
 - i. client accounts are separate and clearly distinguishable from your own bank accounts;
 - ii. client accounts are held with licensed banks in Brunei;
 - iii. disallowing monies other than client monies within the account, except in specific circumstances such as to achieve or maintain a minimum balance, to receive interest, or to receive commission from insurer;
 - iv. monies are paid into the account promptly;
 - v. adequate financial systems and controls are maintained, including authorisation of payments from the account;
 - vi. adequate books and records are maintained;
 - vii. reconciliations are performed on a regular basis and reviewed; and

- viii. discrepancies on the account are followed up promptly and resolved satisfactorily.
 - [k] agents' employees may respond to policyholders' queries via any social media platform but, the calculation for the premiums/contributions shall only be carried out by the agent; and
 - [l] only sign the cover note when entering into a contract of insurance with policyholders.
10. he shall have policies and procedures in place to assess the competence of corporate nominees carrying out the activity of insurance agency business. Competence shall also be monitored as an ongoing process for all relevant staff. This may include actions such as:
- [a] observed interviews with customers;
 - [b] review of customer files;
 - [c] internal interviews; and/or
 - [d] coaching.
11. fulfil Continuous Professional Development (CPD) requirement as may be imposed by the Authority; and
12. any other such conditions that may be imposed by the Authority from time to time.