

Content

Title : Regulations Governing Online Insurance Business and Online Insurance Services of Insurance Agent Companies and Insurance Broker Companies [Ch](#)

Date : 2024.07.22

Legislative : Amended on 22 July 2024 per Order No. Jin-Guan-Bao-Zong-Zi 11304922171 of the Financial Supervisory Commission.

Content : Article 3

An insurance agent/broker company that conducts online insurance business and online insurance services shall set up a website section or webpage or build a mobile insurance application (APP) as a service platform, and its insurance agents, brokers and solicitors who perform business solicitation may not set up their own service platform.

When an insurance agent/broker company cooperates with a business in a different industry (referred to as “cross-industry partner” hereunder) in the offering of online insurance business and online insurance services in accordance with the Directions for Promoting Insurance Service Business Through Collaboration with Business Entities in Other Industries, the insurance agent/broker company shall be responsible for managing, maintaining, and disclosing related information on the website section, webpage or mobile insurance application (APP) built by its cross-industry partner.

Article 9

For an insurance agent/broker company that adopts an automated check system for its online insurance business, it will, with the confirmation or consent of the insurance company that it works for as an agent or cooperates with, set up the conditions, scope and check contents of the automated check system and internal audit method therefor.

Before adopting an automated check system the first time, an insurance agent/broker company should take the following actions and hold an online insurance meeting to confirm the following operations, and produce minutes on the contents and results of the meeting that will be submitted to the company president for review and approval and saved for future examination by the competent authority:

1. Inspect whether the contents of products available online are consistent with the policy clauses.
2. Establish a mechanism for understanding the needs of applicants and product or service suitability.
3. Examine whether the check operation complies with applicable regulations and consumer protection regulations.

After adopting an automated check system, an insurance agent/broker company shall take actions in accordance with the preceding paragraph at least once every quarter or whenever there is an amendment of online insurance related regulations or an increase of product types.

Data Source : Financial Supervisory Commission Laws and Regulations Retrieving System