Directions for Insurance Companies to Engage in Concluding Distance Insurance Contracts and Providing Insurance Services Ch
2023.07.04
Amended on 4 July 2023 per Order No. Jin-Guan-Bao-Shou-Zi-11204922031 of the Financial Supervisory Commission
 5. With regard to the customer identity verification principles, the insurance company must confirm the identity of the customer to verify that the customer is applying for the insurance. The principles shall include the following items: (1) The insurance company shall confirm the identity of the customer before entering the video through the mobile ID, member account password login with one-time password, Financial Fast Identity Online or other means upproved by the competent authority. However, if the customer is a minor, the legal representative shall be required confirm his/her identity with one of the aforementioned methods. (2) The insurance company shall ask the customer to present his or her lational ID card or residence permit. In addition to verifying that the pustomer's appearance matches the photo on the identity document, the insurance company shall establish mechanisms to detect errors and forgeries in the identity document or check the authenticity of the document with the issuing authority. Minors without a national ID card shall present a health insurance card or passport with a photo. (3) The insurance company may also adopt biometric identification (e.g., facial biometrics) as an additional identification measure for concluding listance insurance contracts customers to strengthen the identification of the proposer and the insurance agent or insurance brokers, and banks that operate insurance agent or insurance brokers, shall comply with the regulations for the operations of the business established by the bartner insurance company. The signatory must also sign related documents in accordance with Article 34 of the Regulations Governing Insurance Agents und Article 34 of the Regulations Governing Insurance Brokers. With regard to cases solicited by solicitors of insurance agents and insurance brokers, the insurance company shall request the insurance agent or insurance brokers. With regard to case solicited by solicitors of insurance agents

Data Source : Financial Supervisory Commission Laws and Regulations Retrieving System