

考試 Examinations

考試及考試日期 Examination and date	參加人數 No. of candidates	合格率 Pass rate
地產代理資格考試 Estate Agents Qualifying Examination 3/12/2014	1,053	47%
營業員資格考試 Salespersons Qualifying Examination 19/12/2014	996	53%

牌照數目 (截至 2014 年 12 月 31 日) Number of licences (as at 31/12/2014)

營業員牌照 Salesperson's Licence:	18,852
地產代理(個人)牌照 Estate Agent's Licence (Individual):	16,650
個人牌照總和 Total no. of individual licences:	35,502
地產代理(公司)牌照 Estate Agent's Licence (Company):	3,176

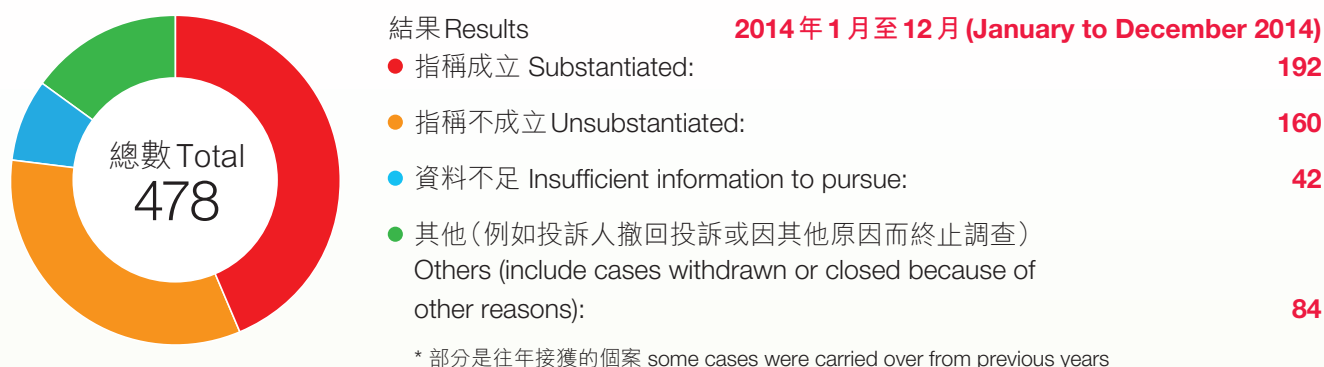
營業詳情說明書 (截至 2014 年 12 月 31 日) Number of statements of particulars of business (as at 31/12/2014)

合夥經營 Partnerships:	262
獨資經營 Sole proprietorships:	1,629
有限公司 Limited companies:	4,467
總數 Total:	6,358

接獲的投訴 (2014 年 1 月至 12 月) Number of complaint cases received (January to December 2014):

399

已處理的投訴個案結果* (2014年1月至12月) Results of completed complaint cases* (January to December 2014)



巡查次數 (2014年1月至12月) Number of compliance inspections (January to December 2014)

● 一手樓盤銷售處 First-sale sites:	1,141
● 代理商舖 Estate agency shops:	1,676
● 網上物業廣告 Online property advertisements:	610

巡查發現主動調查的個案 (2014年1月至12月) Number of cases arising from self-initiated investigations during inspections (January to December 2014)

● 主動調查的個案: Cases arising from self-initiated investigations:	61
● 主動調查而指稱成立的個案* : Cases completed from self-initiated investigations and were substantiated*:	45

* 部分是往年展開調查的個案 some cases were carried over from previous years

向持牌人或前持牌人採取的行動 (2014年1月至12月)* Actions taken against licensees or ex-licensees (January to December 2014)*

有關的持牌人或前持牌人人數 No of licensees or ex-licensees	457
● 訓誡／譴責 Admonishment/reprimand	260
● 罰款 Fine	174
● 於牌照附加／更改條件 Attachment/alteration of conditions to licence	254
● 暫時吊銷牌照 Suspension	12
● 撤銷牌照 Revocation	53 [#]

* 向持牌人或前持牌人作出的行動是根據《地產代理條例》而作出的判決，當中有部份可能屬於紀律性質，包括在發牌時或在其他情況下於牌照上附加條件。

* These actions were taken pursuant to powers under the EAO. Some actions may be disciplinary in nature and others not, and they include the attachment of conditions to licences whether upon issuance or otherwise.

[#] 這些個案由牌照委員會裁定。理由是持牌人不符合適當人選要求，因而不適合繼續持有牌照。

[#] These cases were decided by the Licensing Committee on the ground that the licensees concerned were considered not fit and proper to continue to hold a licence.