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ESTATE AGENTS AUTHORITY

Dear Licensees,

**Re: Suspected Theft of Notebook Computers of the
Registration and Electoral Office**

The Estate Agents Authority (“EAA”) received a letter from the Registration and Electoral Office (“REO”) recently that in view of a notebook computer containing the information of the Register was suspected to be stolen, the REO would like to remind licensees to take necessary precautionary measures so as to avoid crime by identity theft using the data concerned and protect interests of the clients.

Licensees may click [here](#) to learn more about the abovementioned suspected theft of notebook computers and the letter issued by the REO. As a matter of fact, verifying the identity of clients is one of the many fundamental duties of licensees. In this regard, the EAA has also issued a practice circular (i.e. No. 16-03 (CR)) for licensees to follow.

In addition, the EAA would also like to remind licensees to handle personal data of clients with care and to observe the guidelines set out in the practice circular on protection of personal data (i.e. No. 13-05 (CR)) so as to protect the interests of their clients.

Estate Agents Authority

19 April 2017