

新聞速遞

NEWS FLASH

監管局回顧2016年工作及簡介2017年工作重點 THE EAA REVIEWS ITS WORK IN 2016 AND INTRODUCES ITS INITIATIVES FOR 2017

監管局於2017年1月24日舉行新聞發布會，由主席梁永祥先生及行政總裁韓婉萍女士回顧監管局在2016年的工作，及簡介2017年的工作重點。

梁永祥主席指出，監管局在2016年共接獲475宗投訴個案，比2015年上升51%。導致投訴個案數字大幅上升的主因是去年有關本地住宅以外的其他物業的投訴增加了不少，由2015年的55宗增加至2016年的156宗，增幅高達1.84倍。

在最常見的投訴性質當中，有關「提供不準確或具誤導性的物業資料」的投訴數字錄得顯著升幅，由2015年的76宗增加至2016年的181宗，構成升幅的部分原因是當中有57宗個案涉及商場的舖位銷售。

踏入2017年，鑑於有關本地住宅以外的其他物業的投訴大幅增加，監管局將於本年內發出相關的執業通告，為業界提供指引，希望從而減少引發糾紛及投訴的可能。此外，監管局將會於今年首次舉辦「傑出地產代理獎」，作為監管局成立20周年的重點活動之一。

監管局主席梁永祥先生及行政總裁韓婉萍女士於新聞發布會上回顧局方在2016年的工作及簡介2017年的工作重點。

At the press conference, the EAA's Chairman Mr William Leung and Chief Executive Officer Ms Ruby Hon review the EAA's work in 2016 and introduce its initiatives for 2017.

The EAA held a press conference on 24 January 2017 at which its Chairman, Mr William Leung Wing-cheung, and Chief Executive Officer, Ms Ruby Hon Yuen-ping, reviewed the EAA's work in 2016 and introduced its initiatives for 2017.

Mr Leung pointed out that the EAA received a total of 475 complaints in 2016, an increase of 51% compared to 2015. The major reason for the significant increase is due to the hike in complaint cases related to properties other than local residential properties, which amounted to 156 cases in 2016, an upsurge of 184% compared to the 55 cases in 2015.

Among the most common categories of complaints, "providing inaccurate or misleading property information", saw an enormous increase from 76 cases in 2015 to 181 in 2016, of which 57 were about the selling of units in shopping malls, contributing considerably to the upsurge.

Stepping into 2017, owing to the rise in complaints involving properties other than local residential properties, the EAA will issue a related practice circular later this year to provide guidelines for the trade to follow and hopefully it will reduce the possibility of disputes and complaints. Moreover, the EAA will organise the first "Outstanding Estate Agent Award" as one of the major campaigns of the EAA's 20th anniversary.



監管局推出全新消費者教育網站 EAA LAUNCHES NEW CONSUMER EDUCATION WEBSITE

監管局推出全新消費者教育網站，名為「精明委託地產代理」(smart.eaa.org.hk)，旨在透過有趣及互動平台向消費者提供全面的置業資訊。

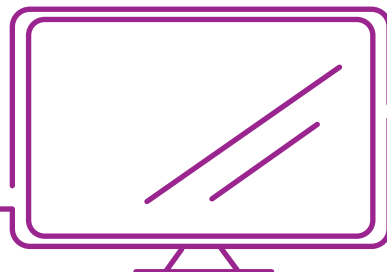
網站涵蓋不同部分，例如由監管局行政總裁韓婉萍女士定期撰文的「CEO提提你」，還有「精明錦囊」及常見問與答等等。網站也有由監管局製作的消費者教育短片和刊物，以及富趣味性的互動遊戲，讓消費者透過方便簡單的模式了解自己的權益。

監管局希望透過這生動、具吸引力的網站，與消費者分享有關委託地產代理以及物業交易的實用知識。新網站同時可於手機瀏覽。

With the aim to provide consumers with comprehensive information through an interesting and interactive platform, the EAA has launched a new consumer education website named “Be Smart in Appointing Estate Agents” (smart.eaa.org.hk).

The website includes various sections such as “CEO’s Tips”, a regular column updated by Ms Ruby Hon, Chief Executive Officer of the EAA, “Smart Advice” and FAQs etc. Different consumer education videos and publications produced by the EAA are also available on the website. Moreover, there is an interesting interactive game to help consumers understand their rights and interests in a user-friendly format.

The EAA would like to share practical tips with consumers on appointing estate agents or during property transactions through this vivid and attractive website. The new website is also compatible for browsing on mobile phones.



監管局推出全新電視宣傳短片 A NEW ANNOUNCEMENT IN THE PUBLIC INTEREST (“API”) BY THE EAA LAUNCHED



為提醒消費者在進行物業交易時，宜將所有訂金交由律師樓託管，監管局最近推出全新電視宣傳短片及電台聲帶，於各大電視台和電台頻道播放。電視宣傳短片同時亦可於監管局網頁、全新消費者教育網站及YouTube頻道瀏覽。

此新宣傳短片名為「訂金交託律師行、樓宇買賣風險降」。因應去年發生騙徒假冒業主騙取物業買家訂金的事件，局方製作此新宣傳短片，帶出把所有訂金交由律師樓託管以減低風險的重要性。

相關的宣傳海報及貼紙也陸續派發到各地產代理商舖。上述電視宣傳短片可於監管局網頁（「資訊中心」>「短片」）、局方的全新消費者教育網站 smart.eaa.org.hk，以及YouTube頻道 (<http://youtu.be/B73fl-eHcK8>) 觀看。

In order to remind the public to arrange for the stakeholding of all deposits by a firm of solicitors during a property transaction, the EAA has recently launched a new TV and radio API which are now broadcasting on major TV and radio channels. The TV API is also available at the EAA’s website, the EAA’s new consumer education website and on YouTube.

The EAA’s new API is titled “Lower the risk in property transactions; place all deposits at a law firm for stakeholding”. In response to the incidents that happened last year of fraudsters impersonating flat owners to swindle deposits paid by purchasers in property transactions, the API points out the importance of stakeholding all deposits to lower the risks involved.

Related promotional stickers and posters have also been produced and distributed to all SPOBs. The new TV API is available at the EAA’s website (“Information Centre” > “Videos”), the EAA’s new consumer education website: smart.eaa.org.hk or on YouTube (<http://youtu.be/fJBsu-tdDXY>).



新小冊子《委託地產代理須知》 NEW LEAFLET ON “NOTES ON APPOINTING ESTATE AGENTS”

為推廣委託持牌地產代理的重要性，監管局出版了一本名為《委託地產代理須知》的新小冊子，提醒公眾訂立地產代理協議時應注意的事項。

此小冊子設計為可放於口袋呎吋，並附有磁石封面及封底。公眾可於監管局網頁上瀏覽該小冊子，也可親臨監管局辦事處及民政事務總署轄下的各區民政諮詢中心索取。



In order to promote the importance of appointing licensed estate agents, the EAA has published a leaflet of “Notes on Appointing Estate Agents” to remind the public about the points-to-note when entering into an estate agency agreement.

The leaflet is pocket-size with magnetic front and back covers. The public can read it at the EAA’s website, it is also available at the office of the EAA and all Home Affairs Enquiry Centres of the Home Affairs Department.

恐怖分子或與恐怖分子有聯繫者的更新資料 UPDATING OF SPECIFICATION OF TERRORISTS AND TERRORIST ASSOCIATES

監管局不時接獲保安局通知，有關聯合國安全理事會委員會發出的恐怖分子或與恐怖分子有聯繫者的更新名單。持牌人應採取措施協助打擊洗黑錢活動，及留意更新名單。

請留意，聯合國已於2017年3月3日發出恐怖分子或與恐怖分子有聯繫者的更新名單，相關公告已刊於政府憲報內。持牌人可參閱政府的憲報資料 (www.gld.gov.hk/egazette/pdf/20172109/cgn201721091085.pdf)，以了解有關詳情。

監管局提醒所有持牌人，如發現任何懷疑洗黑錢個案，應向聯合財富情報組 (www.jfiu.gov.hk) 舉報。

The EAA is notified by the Security Bureau regularly on the updates of the list of terrorists and terrorist associates from the United Nations Security Council Committees. Licensees should adopt measures to help combat money laundering activities and pay attention to the updated list.

Please note that the United Nations has issued an updated list of terrorists and terrorist associates and a notice was published in the Gazette on 3 March 2017. Licensees may read the notice at the Government’s Gazette for more details (www.gld.gov.hk/egazette/pdf/20172109/egn201721091085.pdf).

The EAA reminds all licensees that any suspicious cases of money laundering should be reported to the Joint Financial Intelligence Unit (www.jfiu.gov.hk).

有關政府就《打擊洗錢及恐怖分子資金籌集(金融機構)條例》的修訂建議與業界舉行特別會議

SPECIAL TRADE MEETING ON THE GOVERNMENT'S PROPOSAL TO AMEND THE ANTI-MONEY LAUNDERING AND COUNTER-TERRORIST FINANCING (FINANCIAL INSTITUTIONS) ORDINANCE

監管局收到財經事務及庫務局通知，就《打擊洗錢及恐怖分子資金籌集(金融機構)條例》與指定非金融企業及行業相關的修訂建議，於2017年1月6日至2017年3月5日進行為期兩個月的諮詢。

是次修訂建議關乎要求指定非金融企業及行業(包括地產代理業)人士在從事指明交易時須進行客戶盡職審查措施，並備存識別客戶身分及各項交易的紀錄最少六年。就此，監管局於2017年2月14日與主要商會及地產代理公司的代表舉行特別會議，向代表簡介政府的修訂建議。而業界代表也於2017年2月17日出席了由財經事務及庫務局就此修訂建議舉行的簡介會。

The EAA was informed by the Financial Services and the Treasury Bureau ("FSTB") that a two-month consultation exercise on a proposal to amend the Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance for Designated Non-Financial Businesses and Professions was launched from 6 January 2017 to 5 March 2017.

The proposed amendment is about requiring designated non-financial businesses and professions (including the estate agency trade) to conduct customer due diligence when they engage in specified transactions and maintain records on customer identification and transactions for at least six years. A special meeting was held on 14 February 2017 for the EAA to brief the representatives of major trade associations and estate agency companies about the Government's proposal. The trade representatives also attended the FSTB's briefing on the proposal on 17 February 2017.



監管局與主要商會及地產代理公司的代表舉行特別會議，向代表簡介政府的修訂建議。

A special meeting was held for the EAA to brief the representatives of major trade associations and estate agency companies about the Government's proposal.