

有關偷盤射單問題的調查結果

Survey findings on the problem of unlawful transfer of clientele

監管局去年向業界進行問卷調查，以了解業內偷盤射單的問題。調查結果顯示，只有約30%的受訪者向執法機關舉報懷疑偷盤個案，亦只有58%的受訪者公司有定期監察員工登入電腦的情況。

監管局向業界派發300份問卷，成功訪問195名持牌人。受訪者中，過半數從事地產代理五年或以上；30%為管理人員。

調查結果顯示，12%受訪者在多年的地產代理工作生涯中，曾經發現或聽聞1至5宗的偷盤射單個案。半數受訪者表示所屬公司會解僱受懷疑的員工，只有約30%表示會向監管局或其他執法機關舉報。

另一方面，近90%受訪者將盤源儲存於電腦內並指示員工使用密碼才能登入電腦，但只有58%受訪者有定期監察員工登入電腦的情況。

監管局調查部總經理黃麟昌表示，由於從業員經常要處理客戶或樓盤資料，管理層除了要採取電腦保安措施以防資料外洩之外，也應該經常監察員工的工作情況和操守，以防止員工偷取非儲存於電腦的資料。他呼籲僱主遇有懷疑情況時盡早舉報，否則難以跟進。



To understand more about the problem of unlawful transfer of clientele and listings, the EAA conducted a survey last year. According to the survey findings, only 30% of respondents would report suspected cases to law enforcement institutions and only 58% said their companies regularly monitored their staff's access to company computers.

Out of the 300 questionnaires sent out to the trade, the EAA received 195 completed ones. Over half of the respondents had been in the trade for at least five years and 30% were from management.

About 12% of respondents said they had discovered or heard about only one to five suspected cases of unlawful transfer of clientele in the past. Over half of the respondents believed that if their companies discovered such an incident, the management would fire the suspected employees. Only 30% said their companies would report the cases to the EAA or law enforcement institutions.

Nearly 90% of the respondents said the listings were stored in the company computers and staff members were required to log in with a password. However, only 58% of them regularly checked the access records.

Chief Manager of the EAA Investigation Section Mr Eric Wong said that as practitioners often handle information of clients and listings, management should take security measures to prevent leakage of information. He suggested they also constantly monitor the work of their employees to prevent them from stealing information not stored in computers and urged employers to report suspected cases to the relevant authorities as soon as they discover them. Otherwise, it would be difficult to investigate the cases.