

# 使命 Mission

地產代理監管局的使命是提高地產代理業的服務水準，加強保障消費者，並鼓勵公開、公平和誠實的物業交易。

*The mission of the Estate Agents Authority is to promote the standard of services of the estate agency trade, enhance protection for consumers and encourage open, fair and honest property transactions.*

地產代理監管局(監管局)是於1997年11月根據《地產代理條例》而成立的法定機構。主要職能包括規管香港地產代理的執業；推動業界行事持正、具備專業能力；以及鼓勵行業培訓，提升從業員的水平和地位。

The Estate Agents Authority (EAA) is a statutory body, established in November 1997 under the Estate Agents Ordinance (EAO). Its principal functions are to regulate the practice of estate agency in Hong Kong, promote integrity and competence within the industry, and facilitate training for estate agency practitioners to enhance their standards and status.

監管局舉辦資格考試、審批個人和公司牌照、處理對持牌人的投訴、執行巡查工作，以及對違反《地產代理條例》的地產代理從業員施行紀律處分。監管局亦為業界舉辦專業發展活動，並推動消費者教育。

The EAA organises qualifying examinations, issues licences to individuals and companies, handles complaints against licensees, conducts compliance inspections and metes out disciplinary sanctions to practitioners who have breached the EAO. The EAA also organises activities for the professional development of the trade and promotion of consumer education.

監管局是財政自給的機構。監管局成員由香港特別行政區行政長官委任，設有正、副主席各一名及普通成員十八名。成員來自社會多個界別，包括地產代理行業。

The EAA is a self-financing body. Its members are appointed by the Chief Executive of the Hong Kong Special Administrative Region and consist of a Chairman, a Vice-chairman, and 18 ordinary members from various sectors in the community, including the estate agency sector.