



**The EAA Board Welcomes Two New Members and
Congratulates Two Staff for Receiving The Ombudsman's Awards**

(24 November 2015) The Board of the Estate Agents Authority (“EAA”) held its quarterly meeting today and welcomed two newly appointed members on board. The meeting also congratulated the EAA Administration for its two staff who received The Ombudsman’s Awards 2015.

The two new EAA Board members, Ms Imma LING Kit-sum and Mr NG Kai-man, have been appointed by the Chief Executive of the HKSAR and their term of office is from 1 November 2015 to 31 October 2017. The EAA Board now consists of a Chairman, a Vice-chairman and 18 ordinary members from various sectors in the community. The two new members attended their first EAA Board meeting today and were welcomed by their fellow members.

The Board also endorsed Ms Imma LING Kit-sum as a member of the EAA Licensing Committee, Practice and Examination Committee and Professional Development Committee starting from today. At the same time, Mr NG Kai-man has become a member of the EAA Disciplinary Committee, Practice and Examination Committee and Professional Development Committee starting from today.

At the meeting today, the EAA Administration reported to the Board that an Assistant Manager and an Officer of the Complaints Section had received “The Ombudsman’s Awards” 2015 for “Officers of Public Organisations” in recognition of their professionalism and positive approach in complaints handling. This is the first time that the EAA had submitted nominations of officers to the selection panel of The



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Ombudsman's Awards. There were 50 awardees from various public organisations or Government departments and the ceremony was held on 29 October 2015. The Board congratulated and encouraged the Administration to keep up its exemplary performance in customer service and complaints handling.

The EAA Board also discussed and endorsed other administrative matters and received work progress reports from the Committees and Administration at the meeting today.

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