



**The EAA organised a webinar**  
**“From Conflict to Mutual Benefit – A Comprehensive Guide**  
**to Mediation Services” for the trade**

(22 June 2026) In support of the Hong Kong Government’s initiative on promoting Hong Kong as a global mediation centre, the Estate Agents Authority (“EAA”) promotes to the trade the adoption of mediation services when dealing with disputes. The EAA organised a webinar for the trade titled “From Conflict to Mutual Benefit – A Comprehensive Guide to Mediation Services” last Thursday (18 June), inviting a number of local mediation experts to introduce how mediation can provide assistance to estate agents and share case studies from their professional practice.

Mediation is an alternative mechanism to the court system to resolve civil disputes. It allows a trained and impartial third person, the mediator, to assist the parties in dispute to reach an amicable settlement in a private and timely manner that is responsive to their needs and acceptable to all sides.

Estate agent service customers and the concerned estate agents (including those who are complainants and/or complainees in a complaint case being handled by the EAA) may voluntarily decide whether or not to resolve their discontents and disputes (which may relate to unsatisfactory customer services, claims for damages or compensation, or other monetary disputes including agency commission disputes) through mediation, where such discontents or disputes are outside the EAA’s purview to deal with.

The parties’ choice to use mediation and the associated mediation arrangements will not affect the EAA’s regulatory and disciplinary roles



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under the Estate Agents Ordinance (“EAO”) in handling complaints against licensees for any possible breach or infringement of the EAO and its subsidiary legislation, the *Code of Ethics* and Practice Circulars issued by the EAA from time to time.

The guest speakers of the webinar held last Thursday included (in no particular order) Professor IU Ting-kwok, MH, Chairman of the Hong Kong Mediation Accreditation Association Limited; Mr Ronald SUM, JP, Vice Chairman of eBRAM International Online Dispute Resolution Centre; Miss Sylvia SIU, JP, Chairlady of Joint Mediation Helpline Office; and Mr Sam WEI, Case Manager of Hong Kong International Arbitration Centre.

The four speakers introduced to the attending licensees the difference between mediation and litigation and how mediation services could help estate agents in speedily resolving sales and purchase and renting disputes, and shared insights about professional mediation services.

This webinar is one of the activities in the category of all round advancement under the EAA’s Voluntary and Mandatory Continuing Professional Development (“CPD”) Schemes. The webinar received positive feedback with an attendance of 152. The webinar has been videoed, which will be uploaded to the e-Service section of the EAA’s website later for licensees who are interested in the subject. The EAA will continue to organise various CPD activities to advance the professionalism of estate agents.

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