

監管局回顧2021年工作及簡介2022年工作重點

The EAA reviews its work in 2021 and introduces its initiatives for 2022



監管局主席廖玉玲太平紳士（左）及行政總裁韓婉萍女士（右）於網上新聞發布會上回顧局方在2021年的工作，並簡介2022年的工作重點。

EAA Chairman Ms Elaine Liu, JP (left) and Chief Executive Officer Ms Ruby Hon (right) review the EAA's work in 2021 and introduce its initiatives for 2022 at the online press conference.

監管局於2022年1月26日舉行網上新聞發布會，由主席廖玉玲太平紳士及行政總裁韓婉萍女士回顧監管局在2021年的工作，並簡介2022年的工作重點。

廖主席指出，截至2021年12月31日，個人牌照數字錄得42,062人的歷史新高，主要是因為彌補2020年受疫情影響而取消的資格考試場次，導致去年的考試名額大幅增加。

監管局於2021年共開立331宗投訴個案，數字與之前一年相若。當中涉及「發出違規廣告」的投訴共有121宗，大部份屬於網上廣告，主要與提供不準確資料有關。至於有關香港境外物業的投訴，2021年共有21宗，絕大部分問題源於境外發展商，而非與地產代理的操守有關。

2022年監管局會因應法例及市況變化，向業界適時發出指引。此外，局方會繼續教育消費者購買境外物業可能存在的風險，並再三提醒買家必須細心考慮清楚才作出購買的決定。

The EAA held an online press conference on 26 January 2022 at which its Chairman, Ms Elaine Liu, JP, and Chief Executive Officer, Ms Ruby Hon, reviewed the EAA's work in 2021 and introduced its initiatives for 2022.

Ms Liu pointed out that the number of individual licences reached a record high of 42,062 as at 31 December 2021 as a result of the significant increase in the number of seats for the qualifying examinations to make up for the cancelled examinations in 2020 due to the pandemic.

In 2021, the EAA opened a total of 331 complaint cases, a figure similar to the previous year. In particular, complaints concerning the issuance of non-compliant advertisements amounted to 121 cases, most of them were about online advertisements and were mainly about provision of inaccurate information. Regarding complaints about non-local properties, there were 21 cases in 2021 and most of the issues were related to non-local developers rather than of the conduct of estate agents.

In 2022, the EAA will issue guidelines to the estate agency trade on matters arising from any changes in law or market situation. In addition, the EAA will continue to educate consumers on the possible risks of purchasing non-local properties, and remind buyers to give careful and thorough considerations before they make any decision to purchase.