

## 考試 Examination

### 營業員資格考試（電腦應考模式） Salespersons Qualifying Examination (Computer-based)

參加人數 No. of candidates	合格率 Pass rate
考試日期 Examination date 09/2023	
177	37%
考試日期 Examination date 10/2023	
167	34%
考試日期 Examination date 11/2023	
167	25%

### 營業員資格考試（筆試應考模式） Salespersons Qualifying Examination (Paper-based)

參加人數 No. of candidates	合格率 Pass rate
考試日期 Examination date 10/2023	
357	35%

### 地產代理資格考試（筆試應考模式） Estate Agents Qualifying Examination (Paper-based)

參加人數 No. of candidates	合格率 Pass rate
考試日期 Examination date 11/2023	
533	20%

## 牌照數目 (截至2023年11月30日)

### Number of licences (As at 30/11/2023)

營業員牌照  
Salesperson's Licence 21,237

地產代理(個人)牌照  
Estate Agent's Licence (Individual) 18,510

個人牌照總和  
Total no. of Individual Licences 39,747

地產代理(公司)牌照  
Estate Agent's Licence (Company) 3,985

## 營業詳情說明書 (截至2023年11月30日)

### Number of statements of particulars of business (As at 30/11/2023)

合夥經營  
Partnerships 165

獨資經營  
Sole proprietorships 1,477

有限公司  
Limited companies 5,404

總數 Total 7,046

## 開立的投訴個案宗數 (2023年1月至11月)

### Number of complaint cases opened (January to November 2023)

179

## 牌照數目 (截至2023年11月30日)

### Number of licences (As at 30/11/2023)

## 已處理的投訴個案結果\* (2023年1月至11月)

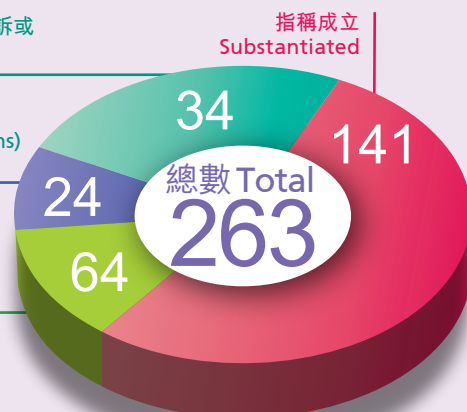
### Results of completed complaint cases\* (January to November 2023)

其他(例如投訴人撤回投訴或因其他原因而終止調查)

Others (include cases withdrawn or closed because of other reasons)

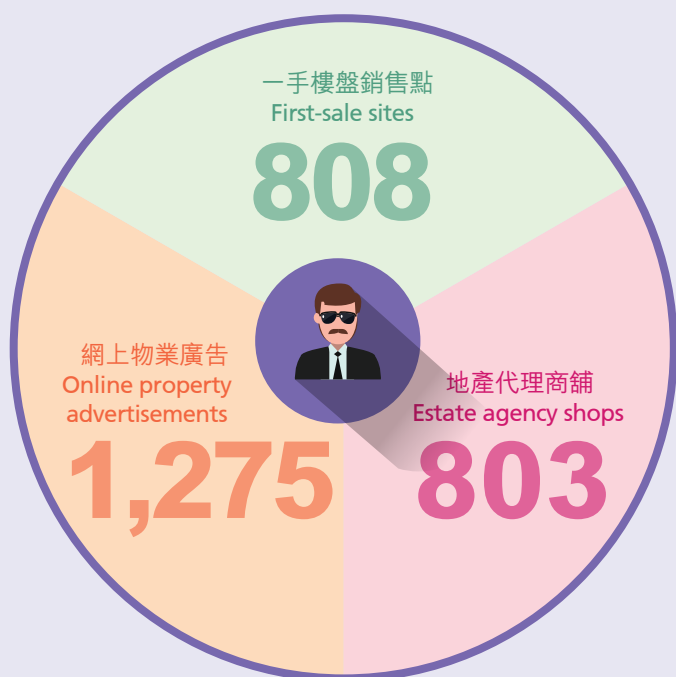
資料不足  
Insufficient information to pursue

指稱不成立  
Unsubstantiated



\* 部分是往年接獲的個案  
Some cases were carried over from previous years

巡查次數 (2023年1月至11月)  
Number of compliance inspections  
(January to November 2023)



巡查發現主動調查的個案 (2023年1月至11月)  
Number of cases arising from self-initiated investigations during inspections  
(January to November 2023)

主動調查的個案  
Cases arising from self-initiated investigations

98

主動調查而指稱成立的個案\*  
Cases completed from self-initiated investigations and were substantiated\*

115

\* 部分是往年展開調查的個案  
Some cases were carried over from previous years



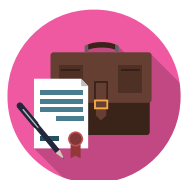
向持牌人或前持牌人採取的行動\* (2023年1月至11月)  
Actions taken against licensees or ex-licensees\* (January to November 2023)

有關的持牌人或前持牌人人數  
No of licensees or ex-licensees



404

行動  
Actions Taken



訓誡/譴責  
Admonishment/ reprimand  
303

罰款  
Fine  
249

於牌照附加/更改條件  
Attachment/ alteration of conditions to licence  
166

暫時吊銷牌照  
Suspension  
17

撤銷牌照  
Revocation  
32<sup>#</sup>

\* 以上行動是根據《地產代理條例》所賦予的權力而採取的。當中部分行動屬紀律性質，其他則是由牌照委員會裁定的，包括在批出牌照時在牌照上附加條件。部分是往年接獲的個案。

These actions were taken pursuant to powers under the Estate Agents Ordinance. Some actions were disciplinary in nature whereas others were decided by the Licensing Committee which actions included the attachment of conditions to licences upon issuance. Some cases were carried over from previous years.

# 這些個案由牌照委員會裁定。理由是持牌人不再符合相關發牌條件。

These cases were decided by the Licensing Committee on the ground that the licensees concerned no longer met the relevant licensing requirements.