

Notification of the Office of Insurance Commission
on
Prescribed Courses and Methods for Training Applicants Applying
for
Life Insurance Agent and Life Insurance Broker License Issuance or Renewal
B. E. 2551

By virtue of Articles 70 and 77 of the Life Insurance Act B. E. 2535 as Amended by the Life Insurance Act (No. 2) B. E. 2551, the Office of Insurance Commission hereby promulgates the following:

Clause 1. This notification is referred to as the “Notification of the Office of Insurance Commission on Prescribed Courses and Methods for Training Applicants Applying for Life Insurance Agent and Life Insurance Broker License Issuance or Renewal B. E. 2551”

Clause 2. This notification is proclaimed to be effective as of the 1st of January B. E. 2552

Clause 3. In this notification,

“Life Insurance Agent” means, a person whom the Company entrust to solicit others to enter into a life insurance contract with the Company

“Life Insurance Broker” means, a person who directs and entices others to enter into a life insurance contract with the Company in order so that the former may receive commission from such contract being conceived.

“Office” means, the Office of Insurance Commission

“Institution of Higher Education” means, an institution of higher education approved by the Ministry of Education.

Chapter 1
Training Courses

Part 1
Courses and Methods for Training for
The Subsequent Application for Life Insurance Agent License Issuance or Renewal

Clause 4. A person requesting life insurance license issuance or renewal must pass the following training courses:

4.1 It is required that a person requesting a life insurance license issuance must take at least 6 hours of the following training courses:

- (1) Course on law having to do with life insurance agents (1 hour)
- (2) Course on the overall outlook on the life insurance business and a summary of the important issues concerning life insurance (2 hours)
- (3) Course on guidelines in selling life insurance, becoming informed about customers, and providing advice on life insurance (1 hour 30 minutes)

(4) Course on Guidelines and Ethics in service provision, together with case study (1 hour 30 minutes)

4.2 Request for the first renewal of life insurance agent license, an extension of validity for 1 year, 6 hours of course work is required in the following courses:

- (1) Course on law relating to the life insurance agent (1 hour)
- (2) Course on management of policy underwriting consideration process (1 hour)
- (3) Course on management of compensation claims for life insurance agents (1 hour)
- (4) Course on risk management (1 hour)
- (5) Course on life insurance products (1 hour)
- (6) Course on guidelines and ethics in service provision, together with case study (1 hour)

4.3 Request for a second renewal of a life insurance agent license extends the validity of the license for 1 year, the license owner must work through 6 hours of the following course work:

- (1) Course on the provision of good service to customers (1 hour)
- (2) Course on law relating to life insurance agents (1 hour)
- (3) Course on basic knowledge about reinsurance (1 hour)
- (4) Course on the modern day life insurance business and trends for the future (1 hour)
- (5) Course on the money market and investment papers, as well as financial institution regulatory bodies and related associations (1 hour)
- (6) Course on guidelines and ethics in service provision, together with case study (1 hour)

4.4 Request for a third renewal of a life insurance agent license extends the validity of the license for 5 years, the license owner must work through 11 hours in the following courses:

- (1) Course on how to provide good service to customers (1 hour)
- (2) Course on law relating to life insurance agent (1 hour)
- (3) Course on the management of insurance underwriting process and insurance premium setting (1 hour)
- (4) Course on the management of insurance funds for remedy claims (1 hour)
- (5) Course on the management of investments by insurance companies (1 hour)
- (6) Course on investment planning by individuals (1 hour)
- (7) Course on reinsurance (1 hour)
- (8) Course on life insurance products (1 hour)
- (9) Insurance Core Principles, as stipulated by the International Association of Insurance Supervisors (IAIS) (1 hour)
- (10) Course on the ethics and guidelines on good practices in service provision (1 hour)
- (11) Course on the assessment of related knowledge (1 hour)

The person requesting the issuance or renewal of the life insurance agent license according to sub-clauses 4.1, 4.2, 4.3 or 4.4 must pass all prescribed course work completely no more than 1 year prior to the date of the said request.

Part 2
Courses and Methods
on
Training Coursework for the Purpose of Requesting Renewal of Life Insurance
Broker License

Clause 5. Persons requesting the renewal of life insurance broker license must work through the following training courses:

- (1) Course on law relating to life insurance brokers (1 hour 30 minutes)
- (2) Course on the overall outlook on the life insurance business and life insurance products (4 hours)
- (3) Course on guidelines on practices in selling, becoming informed about customers, the provision of advice on life insurance and the payment of remedial funds according to the life insurance policy (3 hours)
- (4) Course on good ethics and practices in service provision, together with case study (1 hour 30 minutes)

5.2 Request for a second renewal of a life insurance broker license extends the validity of the license for 1 year, the license owner must work through at least 10 hours in the following courses:

- (1) Course on law related to life insurance brokers (1 hour)
- (2) Course on life insurance products (2 hours)
- (3) Course on modern day life insurance business and trends for the future, including, money markets and investment papers (3 hours)
- (4) Course on insurance underwriting and risk management for individuals (2 hours 30 minutes)
- (5) Course on good ethics and practices in service provision, together with case study (1 hour 30 minutes)

5.3 Request for a third renewal of a life insurance broker license extends the validity of the license for 5 years, the license owner must work through at least 10 hours in the following courses:

- (1) Course on law related to life insurance brokers (1 hour)
- (2) Insurance Core Principles by the International Association of Insurance Supervisors (IAIS) courses on becoming an institutional insurance broker, the roles of insurance brokers in society, and ethics and guidelines on good practices in service provision, together with case study (2 hours)
- (3) Course on life insurance products (2 hours)
- (4) Course on the management of the life insurance policy underwriting process and methods of setting insurance premiums (1 hour)
- (5) Course on investment planning for the individual (1 hour)
- (6) Course on reinsurance (1 hour)
- (7) Course on the analysis of the financial condition of life insurance companies (2 hours)

The person requesting renewal of life insurance broker license according to sub-clauses 5.1, 5.2 or 5.3 must have worked through all the prescribed courses no more than 1 year prior to the date for license renewal.

Part 3
Courses and Methods
on
Training Coursework for the Purpose of Requesting the Fourth Renewal of Life
Insurance Agent or Broker License

Clause 6. The person requesting renewal of life insurance agent or broker license for the fourth time and beyond shall receive an extension of validity for another 5 years. He must work through at least 30 hours of courses on insurance or other courses having to do with insurance business prescribed or organized by organizations according to clause 7 for life insurance agents. For life insurance brokers, the course work requirement hours is 50 hours. Moreover, the prescribed course work must have been approved by the Office of Insurance Commission prior to the date for which the training begins by at least 1 month.

Under the following conditions, the course work requirement hours is reduced to 15 hours for life insurance agents, and 25 hours for life insurance brokers:

(1) The person who is a life insurance agent or broker was qualified by an institution, association, or organization pre-approved by the Office of Insurance Commission according to clause 7.

(2) Such person achieved graduate studies from an academic institution abroad in the fields of Business Administration, Finance, Accounting, Statistics, Law, and Economics, such institution being approved by the Office of Civil Service Commission.

(3) Such person is an academician, knowledgeable lecturer, or a permanently enlisted professor or part-time professor at an institution, association, or organization according to clause 7.

(4) Such person is a director, secondary director, consultant, or a member of a committee of an institution, association or organization according clause 7, and has held such position for a consecutive period of at least 6 months.

In reference to the above conditions, a person applying for license renewal may only be exempted under conditions (1), (2), (3) or (4) only once, except where such person is qualified under different course work requirement as allowed according to sub-clause (1), or has achieved his graduate studies degree in a field other than that already mentioned according to sub-clause (2).

A person requesting renewal of his life insurance agent or broker license according to paragraph 1 of this clause must have worked through all prescribed courses completely no more than 5 years prior to the date of request for renewal of his life insurance agent or broker license.

Chapter 2
Training Institution, Association, or Organization

Clause 7. Training according to clause 4 and 5 shall be organized and administered by the following institution or association:

- (1) Office of Insurance Commission
- (2) Thai Institution of Insurance
- (3) Institutions of Higher Education
- (4) Association of Life Insurance Agents
- (5) Thai Life Insurance Association

- (6) Association of Life Insurance Brokers of Thailand
- (7) Life Insurance Companies
- (8) An institution or organization approved by Office of Insurance

Commission

An institution, association, or organization according to sub-clauses (2), (3), (4), (5), (6), (7), and (8) organizing and administering training coursework according to clauses 4 and 5 must submit their plan and related details of the courses to the Office of Insurance Commission (for approval) no less than 1 month prior to the date of initial training.

Persons having worked through coursework not having been approved by the Office of Insurance Commission shall not be considered one who has worked through coursework prescribed according to this notification.

Clause 8. The institution, association, or organization according to clause 7 shall issue a letter certifying the person that has worked through courses as prescribed in the attachment at the end of this notification, so that such person can submit the said document to the Registrar in requesting the issuance or renewal of life insurance agent or broker license.

Chapter 3

Letter of Certification for Training

Clause 9. Where a person who maintains the status of life insurance agent or broker fails to request renewal of his life insurance agent or broker license within the two month prior to the date on which such license expires, such person must request the issuance of a new license.

If the person who's life insurance agent or broker license has expired for a period of less than 6 months, requests the issuance of a new license, the Office of Insurance Commission shall allow such person to submit the letter certifying his working through prescribed coursework used in a previous submission for license issuance or renewal, for use in his request for issuance of a new license.

Clause 10. Where a person who maintains the status of life insurance agent while working for one insurance company quits his being an agent for that insurance company, and requests the issuance of a new license within a six month period from the last date where he held the status of agent for the former insurance company mentioned, such person will be permitted to submit the letter certifying his working through prescribed coursework used in a previous submission for an issuance or renewal of license.

Clause 11. Where a person wishing to hold the status of life insurance agent for more than one life insurance company makes a request for license issuance or renewal, such person will be allowed to submit the letter certifying his working through prescribed coursework used in a previous submission.

Phapter 4
Provisional Measures

Clause 12. Beginning the 1st of January to 31st of December B. E. 2552, the course work requirement hours for life insurance agent according to clause 6, is reduced to 6 hours, and 10 hours for brokers.

Promulgated on this day, the 10th of October B. E. 2551

(Mrs. Chantra Purnariksha)
Secretary General
Insurance Commission
Registrar

Note: The reason for the promulgation of this notification is due to the need for life insurance agents and brokers to work through coursework prescribed by the Office of Insurance Commission which would enable such agents and brokers to better solicit and advise individuals to effectively enter into insurance contracts with insurance companies. Such as necessitated the promulgation of the notification.