

MODULE	GR: General Requirements
CHAPTER	GR 9: Appointed Representatives

GR-9.1 Appointed Representatives

GR-9.1.1 Insurance firms must register its appointed representatives with the CBB in accordance with Chapter AU-1.3A. Insurance brokers and insurance consultants are not allowed to be appointed by insurance firms to act as appointed representatives nor are they allowed to appoint appointed representatives.

GR-9.1.2 Insurance firms that appoint appointed representatives take full responsibility for the actions of their appointed representatives and must ensure the following:

- (a) The appointed representatives and ‘designated individuals’ in the case of incorporated entities acting as appointed representatives are:
 - i. Fit and proper; and
 - ii. Have the experience and qualifications consistent with the licensee’s internal policies relevant to employees undertaking similar functions;
- (b) The appointed representatives do not subcontract any of the activities undertaken on behalf of the insurance firm;
- (c) Compliance with CBB law and relevant regulations by their appointed representatives for the activities undertaken on the licensee’s behalf;
- (d) The relationship between the licensee and its appointed representatives must be governed by an agreement that addresses, among other matters, the following:
 - i. Adherence to the licensee’s internal policies in respect of customer safeguards;
 - ii. Effective handling of customer complaints and prompt and timely escalation of the complaints to the insurance firm and maintenance of records for the same;
 - iii. The terms and conditions for the handling of and accounting for client money, in accordance with the CBB’s client money requirements in Module CL;
 - iv. Adequate recourse to the appointed representative in case of non-compliance with CBB law and regulations; and
 - v. Access to the CBB, its appointed experts, the insurance firm and its external auditors to all information and records relevant to the insurance activities undertaken by the appointed representatives on behalf of the insurance firm.
- (e) Perform an annual review of its appointed representative’s performance including compliance with CBB requirements.

MODULE	GR: General Requirements
CHAPTER	GR 9: Appointed Representatives

GR-9.1 Appointed Representatives (continued)

GR-9.1.3 For purposes of Subparagraph GR-9.1.2 (a)(ii), the CBB recognises the following minimum qualifications for appointed representatives:

- (a) For general insurance, the Award in General Insurance from the Chartered Insurance Institute (CII) and the Bahrain Institute of Banking and Finance (BIBF); and
- (b) For long-term insurance, the Award in Financial Planning from the Chartered Insurance Institute (CII) and the Bahrain Institute of Banking and Finance (BIBF).

MODULE	AU: Authorisation
CHAPTER	AU-1: Authorisation Requirements

AU-1.3A Registered Appointed Representatives

AU-1.3A.3

For the purposes of Paragraph AU-1.3A.1, an insurance firm must submit a confirmation that the appointed representative meets the criteria for appointment and the licensee will be able to meet the on-going requirements stipulated in Chapter GR-9.

AU-1.3A.4

Insurance firms must notify the CBB when an arrangement with an appointed representative is terminated within 5 working days of such termination.

AU-1.3A.5

The CBB may itself cancel the registered status of appointed representative should the registered person fail to comply with requirements outlined in Chapter GR-9 (see Chapter EN-9 regarding the cancellation of registration).

MODULE	AU: Authorisation
CHAPTER	AU-4: Registration Conditions

AU-4.1 Condition 1: Relevant Expertise

AU-4.1.1 ~~Actuaries, and loss adjusters and appointed representatives~~ seeking registration must satisfy the CBB that they have relevant expertise and qualifications. They must hold appropriate professional qualifications from a relevant, recognised professional body.

AU-4.1.5 For purposes of Paragraph AU-4.1.1 and as outlined in Chapter GR-9, the minimum qualifications of ~~appointed representatives~~ recognised by the CBB are:

- ~~(a) For general insurance, the Award in General Insurance from the Chartered Insurance Institute (CII) and the Bahrain Institute of Banking and Finance (BIBF); and~~
- ~~(b) For long-term insurance, the Award in Financial Planning from the Chartered Insurance Institute (CII) and the Bahrain Institute of Banking and Finance (BIBF).~~

AU-4.1.6 For ~~appointed representatives~~, upon written application to the CBB, equivalent or higher qualification from an internationally recognised insurance institute may be acceptable, provided it substantially covers the core syllabuses of the minimum qualifications outlined in Paragraph GR-9.1.5B.

AU-4.1.7 ~~In the case of corporate persons, the appointed representative must designate the individuals that will act on their behalf. Such individuals must meet the minimum qualifications outlined in Paragraph GR-9.1.5B.~~

MODULE	AU: Authorisation
CHAPTER	AU-4: Registration Conditions

AU-4.2 Condition 2: General Suitability

AU-4.2.1 Actuaries, and loss adjusters and appointed representatives seeking registration must satisfy the CBB that the proposed registrants are generally suitable to operate as such.

MODULE	AU: Authorisation
CHAPTER	AU-5: Information Requirements and Processes

AU-5.5 Cancellation of Authorisation

Registered Persons

AU-5.5.9

Registered actuaries, and loss adjusters and appointed representatives wishing to cancel their registration status with the CBB must obtain the CBB's written approval. All such requests must be made in writing to the Director, Insurance Supervision Directorate.

AU-5.5.10

The CBB may itself cancel the registered status of an actuary, or loss adjuster or appointed representative should the registered person fail to comply with registration conditions outlined in Chapter AU-4: see Chapter EN-9 regarding the cancellation of registration.

Glossary

Appointed Representatives

An appointed representative is an agent appointed by an insurance firm as its representative to act on its behalf, and under its overall control to undertake promotion, marketing, sales and related administrative activities. They may be any of the following:

- a) unincorporated individuals (natural persons); or
- b) incorporated entity licensed by the CBB to undertake regulated financial services; or
- c) an incorporated entity not licensed by the CBB, whose core business activities complement the activities related to the insurance activity for which it acts as an agent of a licensed insurance firm, e.g. travel agent, car dealer and retailer of goods; or
- d) an incorporated entity not licensed by the CBB, established solely to act as an appointed representative of a single insurance firm i.e. as a tied agent for one insurance firm.