

**Decision**  
**No. E/ ٨٠ / 2023**  
**Issuing the Regulation for E-Insurance Processes**

Pursuant to the Insurance Companies Law promulgated by the Royal Decree No. 12/79,  
The Takaful Insurance Law promulgated by the Royal Decree No. 11/2016,  
The Legislations Regulating the Insurance Sector issued by the Ministerial Decision No. 5/80,  
The Regulation for Insurance Brokers issued by Decision No. E/19/2017,  
Rules for the Marketing of Insurance and Takaful Products in Oman issued by Decision No. E/69/2017,  
Approval of the Board of Directors of the Capital Market Authority,  
Approval of the Ministry of Finance,  
And in pursuance of public interest,

**It has been decided,**

**Article (1)**

The attached Regulation for E-Insurance Processes shall have effect.

**Article (2)**

The addressees of this regulation shall adjust their situation in accordance with the provisions of this regulations within (120) one hundred and twenty days from the effective date.

**Article (3)**

This decision shall be published in the Official Gazette and shall come into force from the day following its date of publication.

**Issued on: 5 Rabi' Al-Awwal 1445**  
**Corresponding to: September 21<sup>st</sup>, 2023**

**Abdullah Bin Salim Bin Abdullah Al Salmi**  
**Executive President of the Capital Market Authority**

## **Regulation for E-Insurance Processes**

### **Chapter One**

#### **Definitions**

##### **Article (1)**

In the application of these provisions, the following words and expressions shall have the meaning respectively ascribed to them unless the context otherwise requires:

1. CMA: The Capital Market Authority.
2. Company: the company licensed to carry out insurance activity in accordance with the abovementioned Insurance Companies Law and Takaful Insurance Law.
3. Broker: the legal person licensed to carry out brokerage activity in insurance.
4. The policy: the insurance policies approved by the CMA.
5. E-insurance operations: the insurance businesses carried out by the company or the broker through the internet or electronic or smart systems.
6. Approval: the permission issued by the CMA to the company or the broker to provide e-insurance processes.
7. Platform: the application or electronic window designated to provide e-insurance systems.
8. Third party: the entity that the company or the broker contract with for full or partial administration of the platform.

##### **Article (2)**

The provisions of this Regulation shall apply to all e-insurance operations.

### **Chapter Two**

#### **Requirements and procedures for approval**

##### **Article (3)**

The company or the broker shall not provide e-insurance services prior to obtaining approval of the CMA.

##### **Article (4)**

The company shall develop a platform to provide e-insurance services including marketing and selling insurance policies, collecting insurance premiums, accepting claims, dealing with complaints, and other e-insurance services.

The broker has the option of developing a platform to provide its licensed e-insurance services.

#### **Article (5)**

It is required to submit an application to the CMA, on the form prepared for this purpose, to obtain its approval, pay the prescribed fees for consideration of the application based on the table attached to the regulation and submit the following documents and requirements:

1. An action plan on the e-insurance services, approved by the board of directors or the regional management of the company and the partners' general meeting of the broker. It shall include in particular:
  - a. Types of services to be provided via the platform.
  - b. An analysis of the expected size of e-insurance services during the first (3) three years.
  - c. An analysis of the risks related to e-insurance services, required precautionary measures and procedures for mitigating such risks like adverse selection, money laundering and terrorism financing, strategic risks, illegal access to the platform, and any other risks specified by the CMA.
2. An evidence of having competent human cadres to administer the platform.
3. A statement on how customer queries will be responded to via the platform.
4. A user guide clarifying the methods of completing e-insurance services via the platform.
5. A plan for marketing the platform through different media channels.
6. An emergency plan including the procedures that shall be followed in case one or more procedure of the e-system of the platform fails. The plan shall include remedial actions to ensure the continuation of the process. Required reports shall be provided along with the mechanism of saving and backup of all data in the platform.
7. Controls for maintaining security and confidentiality of data and security measures and procedures to prohibit any hacking and to protect exchanged data with users of the platform.
8. Techniques used to safeguard payment processes via the platform.
9. A copy of the contract signed in case the company or the broker contracted with a third party.

#### **Article (6)**

The CMA shall consider the application for approval and ensure the submission of all documents and fulfillment of requirements. The CMA may request clarification of the e-insurance operations and place them under testing and evaluation. The application shall be considered canceled if the applicant fails to complete all documents and requirements within (30) thirty days from the date of request.

#### **Article (7)**

The CMA shall issue the approval within (30) thirty days from the date of complete application with all documents and requirements and after payment of fees based on the table attached to this regulation. If this period passes without a response, then the application shall be considered rejected.

The applicant shall file an appeal to the Appeals Committee stipulated in the Insurance Companies Law within (60) sixty days from the date of completing the above mentioned (30) thirty days or from the date of receiving the rejection notice. If this period passes without any response, then the appeal shall be considered rejected.

**Chapter Three**  
**Obligations of the company and the broker**  
**Article (8)**

The company and the broker shall enable the customer to go through the full insurance policy via the platform, particularly the following information:

1. The policy's clauses.
2. Limits and benefits of the insurance coverage and exclusions in the policy.
3. Mechanism of calculating the insurance premium.

**Article (9)**

Prior to selling or issuing the policy through the platform, the company and the broker shall validate the identity of the customers and their submitted documents and to set the required procedures for this. They shall keep records for customer identities and documents that were obtained via the platform for at least (10) ten years from the date of obtaining them and set the required measures for their protection, particularly the following:

1. Set security conditions for the procedures of accessing customer's record.
2. Validate the customer's data such as telephone number and email address by sending a verification link (activation).

**Article (10)**

When selling insurance policies, the company and the broker shall be obliged to:

1. Provide an electronic brochure that includes conditions, benefits and exclusions of the insurance coverage and how to respond to the customers' queries in this regard.
2. Provide the customer with a copy of the policy and its annexure and payment receipt once the policy is issued via email or any other way that allows the customer to receive the policy that shall include a serial number.
3. Provide the customer with access to their online record that shall include a full copy of the contracted policy, insurance premium, execution of claims or any other request related to this policy.
4. Provide the customer as per his request with a hardcopy of the policy signed by the company or the broker, as the case may be.
5. Clarify all the available services, insurance coverages and additional benefits of each insurance product along with their prices.
6. The e-insurance application form is compatible with the final form approved by the CMA.

**Article (11)**

The company and the broker shall provide a section for after-sale services via the platform to handle the following tasks:

1. Respond to any amendment requested by the customer on the policy or in case they desire to get any information about the current status of the policy.
2. Inform the customer of the procedures for cancelling the policy via the platform.

3. Send a notice to the customer at least (1) one-month prior to expiry of the policy and specify the insurance premium, to enable the customer to renew the policy or to get insurance coverage from another company.

#### **Article (12)**

The company shall provide to the customer or any person who incur damage, via the platform, all the required information for filing claims and to upload copies of the claim documents. The company, after accepting the claim- shall provide a reference number for the claim. Prior to paying the claim, the company may request the original copy of the claim for matching and validation purposes.

#### **Article (13)**

The company and the broker shall provide all the required information for filing complain to the customer or any person who incur damage via the platform. Such information shall include-at minimum- the following:

1. Complain form
2. Contact information of the section concerned with receiving complaints and queries about them (email address, telephone number, fax number, email address).
3. A general description of the procedures followed for dealing with complaints including the estimated time for dealing with the claim.

#### **Article (14)**

The company and the broker shall provide immediate response mechanism to reply to queries before, during and after the sale process.

#### **Article (15)**

The company and the broker shall save the data and backup copies and provide a record of the policies issued online based on the instructions issued by the CMA or the competent authorities.

#### **Article (16)**

The company and the broker shall contract with a competent company to perform auditing on the platform at least once every (2) two years based on clauses set by the CMA.

The CMA may oblige the company and the broker to conduct auditing on the platform in an annual basis. In any case, a copy of the audit shall be filed to the CMA.

#### **Article (17)**

The company and the broker shall obtain the CMA's approval to amend the data or documents submitted with the application for approval or data for the platform administration or outsourcing processes related to a third party and shall pay the fees based on the table attached to this regulation.

#### **Article (18)**

The company and the broker shall provide all the information required and to clearly disclose them to customers who wish to get any of their insurance services offered via the platform and to ensure the validity, accuracy and clarity of this information.

**Chapter Four**  
**Platform administration and outsourcing and hosting processes**  
**Article (19)**

The company and the broker shall provide a section specialized in managing all the operational aspects of the platform through the following tasks:

1. Continuous updating of information related to offered businesses and insurance services.
2. Follow up the quality of performance of e-insurance services to meet the best practices.
3. Continuous supervision and validation of data received and sent by the platform.
4. Provide technical support to platform users.
5. Deal with suspicious or doubtful operations in coordination with concerned entities.
6. Conduct periodical maintenance operations for the platform.

**Article (20)**

The company and the broker, when the platform is used by customers, shall be obliged by the following:

1. Platform is available around the clock
2. Add quick access links to the platform on all its profiles and electronic channels.
3. Place a notice with a specified period whenever the platform is under maintenance.  
In all cases, the suspension of the platform due to maintenance shall not exceed 24 hours. If the platform is suspended for a longer period, they shall report to the CMA and mention the required time period for resuming the platform.

**Article (21)**

The company and the broker may assign any tasks related to the administration of the platform to a third party in accordance with the following conditions:

1. The third party shall have a place of business in the Sultanate of Oman.
2. The third party shall be licensed by related entities.
3. Present a proof that the third party has competent cadres to complete the processes stipulated in article (19) of this regulation.
4. The platform is owned by the company and the broker, as applicable.
5. Obtain the CMA's approval.

**Article (22)**

The company and the broker, after the obtaining CMA's approval and without contradiction with the laws, regulations and instructions issued by competent entities, may sign a contract with any applications or websites to host the platform's link, provided that all their information is displayed such as company or broker's name, address, license details, types of offered insurance products and contact details in all channels.

**Chapter Five**  
**Security, confidentiality and privacy of information**  
**Article (23)**

The company and the broker shall submit policy on data security and integrity to the CMA after its approval by the board of directors or the regional management and by the partners' general meeting of the broker.

#### **Article (24)**

The company and the broker shall take all the required procedures for maintaining the confidentiality of data received via the platform and to never disclose it to any other entity prior to obtaining a written consent by the CMA.

#### **Article (25)**

The company and the broker shall be obliged to ensure security and integrity of data received via the platform at all times, particularly the following:

1. Information declared by customers.
2. Information collected and saved by the company, the broker or the contracted party whether it was an internet provider, host or platform administrator. They shall be obliged to safeguard personal information of customers against loss, unauthorized access, amendment or disclosure and take all additional security measures and procedures to protect information exchanged with visitors of the platform against theft and misuse.

#### **Article (26)**

The company and the broker shall provide the latest techniques and programs to ensure secure payment processes via the platform and shall use payment systems approved by the Central Bank of Oman.

#### **Article (27)**

The company and the broker shall place a notice via the platform clarifying the appropriate procedures in regards to security, confidentiality and privacy of data and information.

### **Chapter Six**

#### **Administrative Penalties**

#### **Article (28)**

In case of violating any provisions of this regulation, the CMA shall impose any of the following administrative penalties:

1. Warning and obligating the violator to correct the violation within (30) thirty days.
2. Administrative fine up to RO 2,000.
3. Suspension of the platform for a period not exceeding (30) thirty days.
4. Cancellation of approval.

**Annexure  
Fees**

<b>No.</b>	<b>Type of service</b>	<b>Amount of the fee</b>
<b>1</b>	<b>Consideration of the application for approval</b>	<b>RO 50</b>
<b>2</b>	<b>Issuance of approval</b>	<b>RO 200</b>
<b>3</b>	<b>Amendments of data</b>	<b>RO 20</b>