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BEA (MPF) Master Trust Scheme
BEA (MPF) Value Scheme
BEA (MPF) Industry Scheme

Employee Guidebook

MPF

Mandatory Provident Fund

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(I) Enrolment of Employees

1. Regular Employees

   Full-time or part-time employees between the age of 18 and 65 who have been employed for 60 days or more under an employment contract (irrespective of hours worked).

2. Casual Employees

   Full-time or part-time employees between the age of 18 and 65 who have been employed on a daily basis or for a fixed period of less than 60 days by an employer in the construction or catering industries.

   The following people are exempted from joining an MPF scheme:

   - Domestic employees and self-employed hawkers;
   - People covered by statutory pension or provident fund schemes, such as civil servants and subsidised or grant school teachers;
   - People from overseas who enter Hong Kong for employment for not more than 13 months, or who are covered by overseas retirement schemes;
   - Members of occupational retirement schemes which are granted MPF exemption certificates; and
   - Employees of the European Union Office of the European Commission in Hong Kong.

Enrolment Procedures

Regular employee:

The employer must enrol the regular employee in a registered MPF scheme within the first 60 days of employment by completing a "Member - Membership Application Form" for the BEA (MPF) Master Trust Scheme, BEA (MPF) Value Scheme or BEA (MPF) Industry Scheme (collectively "BEA MPF Scheme").

Procedures:

1. Complete the application form with your details and indicate your investment choice according to your risk tolerance level. If you do not wish to choose an investment option, you do not have to complete the "Investment Choice", and your future contributions and accrued benefits transferred from another scheme will be invested in accordance with the Default Investment Strategy by default.

2. Complete the "Tax Residency Self-Certification"[#] which is embedded in the application form to declare the tax residency status to trustee.

3. Return your completed form to your employer to be signed with an authorised signature and company chop. The completed form and a copy of your Hong Kong ID card (on a voluntary basis) should be submitted to any BEA branch or BEA MPF Administration Centre before the enrolment deadline.

4. After receiving and processing your completed form, the BEA MPF Administration Centre will dispatch your Notice of Participation to you by post directly.

Note:

Please be reminded the employee is required to provide following information in the application form for account opening: name, HKID or passport number, date of birth, residential address, telephone number and the declaration of tax residence (i.e. jurisdiction of tax residence and taxpayer identification number ("TIN") with respect to each jurisdiction). Otherwise, the account opening process will be adversely affected and procedures could not be completed.

If there is a change in circumstances relating to information that makes the self-certification incorrect or incomplete, employee must notify the trustee and provide an updated self-certification and/or documentary evidence within 30 days of such change in circumstances.

Casual employee:

As a casual employee under construction or catering industries, you are advised to enrol in the Industry Scheme by completing and submitting a "Member - Membership Application Form (Casual Employee)" either (i) on the first contribution day if your employer has chosen to make contributions on the next working day following payday; or (ii) on the 10th day after employment commences if your employer has chosen to make contributions within 10 days after the end of the payroll period.

Procedures:

1. Complete the application form with your details and indicate your investment choice according to your risk tolerance level. If you do not wish to choose an investment option, you do not have to complete the "Investment Choice", and your future contributions and accrued benefits transferred from another scheme will be invested in accordance with the Default Investment Strategy by default.
2. Complete the "Tax Residency Self-certification"# which is embedded in the application form to declare the tax residency status to trustee.
3. Return your completed form and a copy of your Hong Kong ID card (on a voluntary basis) to any BEA branch or BEA MPF Administration Centre before the enrolment deadline.
4. After receiving and processing the completed form, the BEA MPF Administration Centre will dispatch your Notice of Participation and casual employee card to you by post directly.

Note:

Please be reminded the employee is required to provide following information in the application form for account opening: name, HKID or passport number, date of birth, residential address, telephone number and the declaration of tax residence (i.e. jurisdiction of tax residence and TIN with respect to each jurisdiction). Otherwise, the account opening process will be adversely affected and procedures could not be completed.

If there is a change in circumstances relating to information that makes the self-certification incorrect or incomplete, casual employee must notify the trustee and provide an updated self-certification and/or documentary evidence within 30 days of such change in circumstances.

#Guideline for completing "Tax Residency Self-Certification"

Regular Employee & Casual Employee

i) The self-certification provided by the employee (including regular employee and casual employee) to trustee is for the purpose of Automatic Exchange of Financial Account Information ("AEOI") in compliance with tax law and regulations (including but not limited to the Inland Revenue Ordinance (Cap.112) ("IRO") and regulations based on the Organisation for Economic Co-operation and Development ("OECD") Common Reporting Standard ("CRS") for automatic exchange of information). The data collected may be transmitted by trustee to the Hong Kong Inland Revenue Department ("IRD") for transfer to the tax Authority of another jurisdiction.

ii) If employee is a tax resident in a reportable jurisdiction of Hong Kong, the employee will be classified as a reportable person for AEOI, the trustee will be legally obliged to pass on the information provided in the self-certification and other financial information with respect to his / her accounts to IRD and they will transmit this information to the tax authorities of which they are tax resident.

iii) For more details on the implementation of AEOI related to MPF, please visit BEA MPF Webpage at https://www.hkbea.com/html/en/bea-mpf-aeoi.html.

(II) Contribution Arrangement

(1) Mandatory Contributions for Employer and Employee

The basic rule:

The employer and the employee must each contribute 5% of the employee's relevant income* per month, subject to the minimum and maximum relevant income levels. For a monthly-paid employee, the maximum and minimum level of relevant income are HK$30,000 and HK$7,100 respectively.

Mandatory contributions in respect of the relevant income are summarised below:

Monthly Relevant Income (HK$)	Employer's Mandatory Contribution	Employee's Mandatory Contribution
less than 7,100	5%	Not required
7,100 to 30,000	5%	5%
30,000 or above	Maximum HK$1,500	Maximum HK$1,500

* "Relevant income" refers to all payments in monetary terms given to employees, including wages, salary, leave pay, fee, commission, bonus, gratuity, perquisite or allowance (including housing allowance or other housing benefit), but excluding wages in lieu of notice, severance payments, and long service payments paid and compensation for occupational injuries accordance to the Employment Ordinance.

Regular employee:

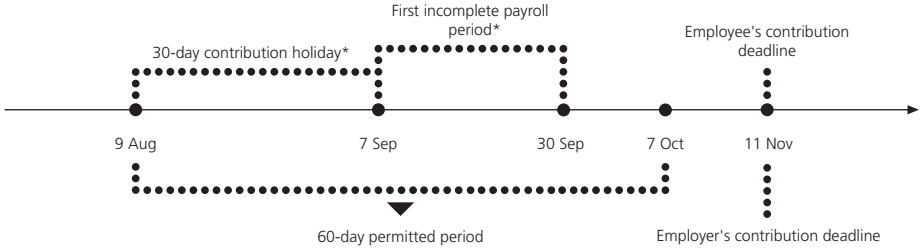
The employer is required to make contributions for all employees who are employed for 60 days or more starting from the first day of employment. Employees are not required to make contributions for the first 30 days of employment and the following incomplete payroll period that immediately follows the 30 day period.

Example:

Employee is over 18 years old and is paid monthly (from the first to the last day of a month)

Relevant Income	:	HK$7,100
Date of Employment	:	9th Aug, 2019
The 30th day of employment	:	7th Sep, 2019
The 60th day of employment	:	7th Oct, 2019 (public holiday)
Enrolment deadline*	:	8th Oct, 2019
Commencement date of employer's mandatory contribution	:	9th Aug, 2019
Commencement date of employee's mandatory contribution	:	1st Oct, 2019

* If the enrolment deadline falls on a Saturday, Sunday, public holiday, gale warning day (i.e. a tropical cyclone warning signal no. 8 or higher) or black rainstorm warning day, the enrolment deadline will be postponed to the next working day (which is not a Saturday, public holiday, gale warning day, or black rainstorm warning day).



Relevant Contribution Period		Contribution Deadline[#]	Relevant Income (HK$)	Employer's Mandatory Contribution (HK$)	Employee's Mandatory Contribution (HK$)
Employer's Contributions	Employee's Contributions				
9th Aug, to 31st Aug, 2019	—	11th Nov, 2019	7,100	355 (7,100 x 5%)	Not required *
1st Sep to 30th Sep, 2019	—	11th Nov, 2019	7,100	355 (7,100 x 5%)	Not required *
1st Oct to 31st Oct, 2019	1st Oct to 31st Oct 2019	11th Nov, 2019	7,100	355 (7,100 x 5%)	355 (7,100 x 5%)

* Employee is not required to make contributions for the first 30 days of employment and the first incomplete payroll period that immediately follows the 30-day period.

[#] If a contribution day falls on a Saturday, Sunday, public holiday, gale warning day (i.e. a tropical cyclone warning signal no. 8 or higher), or black rainstorm warning day, then the contribution day refers to the next working day (which is not a Saturday, public holiday, gale warning day, or black rainstorm warning day).

Casual employee:

Employer is required to make contributions for casual employees in the construction and catering industries who are employed on a daily basis, or for a fixed period of less than 60 days. Both the employer and the employee should make contributions on the next working day following payday or within 10 days after the end of the payroll period.

Daily rated casual employee:

The contribution scale for the mandatory contributions of employer and employee under Industry Schemes is as follows:

Daily Relevant Income (HK$)	**Amount of Mandatory Contributions (Per Working Day) (HK$)**	
	Employer's contributions	**Employee's contributions**
Less than $280	$10	Not required
$280 to less than $350	$15	$15
$350 to less than $450	$20	$20
$450 to less than $550	$25	$25
$550 to less than $650	$30	$30
$650 to less than $750	$35	$35
$750 to less than $850	$40	$40
$850 to less than $950	$45	$45
$950 or more*	$50	$50

* This income band contains the daily maximum relevant income level (i.e. $1,000) and the maximum amount of contribution (i.e. $50). If the daily relevant income of a casual employee exceeds $1,000, the amount of contribution payable by both the employee and his employer will remain at $50 each per day.

Non daily-rated casual employee:

For a casual employee who is not daily-rated but is employed, for example, on a fixed weekly or monthly rate, calculate his/her average daily relevant income, then check it against the corresponding income band under the new contribution scale to determine the applicable daily contribution amount, and finally calculate the total contributions payable for the week or month. The methods for calculating average daily relevant income, daily contribution amount and total contribution amount are as below:

$$\text{Average daily relevant income} = \frac{\text{Relevant income earned in a payroll period}}{\text{No. of working days in the payroll period}}$$

$$\text{Daily contribution amount} = \text{Check average daily relevant income against contribution scale for contribution amount}$$

$$\text{Total contribution amount} = \text{[Daily contribution amount] x [No. of working days in the payroll period]}$$

Procedures:

1. Employer will deduct mandatory contributions and voluntary contributions (if any) from the employee's relevant income.

2. Employer is required to remit the contributions for the previous month on or before the contribution day as followings:

Monthly-paid regular employees	The 10th day of each month
Casual employees under industry scheme	(i) the next working day following the relevant pay-day; or (ii) within 10 days after the payroll period ends

3. The Bank of East Asia (Trustees) Limited ("the Trustee") will subscribe to constituent funds according to the employee's instructions. If the employee does not provide investment instructions in the application form, his / her contributions will be invested automatically according to the Default Investment Strategy.

According to MPF legislation, the employer has to issue a monthly pay record to each employee within 7 working days after making the mandatory contributions (Except for employer who pay contributions for their casual employees on the next working day after pay-day). It should include the amount of relevant income, amount of both employer's and employee's contributions, and the date on which said contributions were made.

(2) Voluntary Contributions

Besides mandatory contributions, you may also make voluntary contributions, and the employer (if applicable) may make voluntary contributions for the employee. Voluntary contributions are not subject to the preservation, portability, and vesting provisions of the MPF legislation.

Voluntary contributions via your employer:

- Like your mandatory contributions, voluntary contributions made by yourself via payroll are fully and immediately vested, while voluntary contributions made by your employer are subject to the vesting scale set out in the provisions of the related participating agreement (e.g. the percentage of vesting is based on the employee's years of service upon termination of employment).
- Withdrawal of your MPF account balance and its investment return (profit or loss) derived from voluntary contributions is bound by the provisions stipulated in the trust deed and the relevant Participation Agreement and / or Supplement to the Participation Agreement. Under normal circumstances, the related account balance can only be withdrawn once your employment with the company has ended.

Employee can make voluntary contribution via employer by completing "Member – Addition / Change / Cancellation of Additional Voluntary Contribution" form and submit to any BEA branch or BEA MPF Administration Centre via your employer.

(3) Special Voluntary Contribution Account

Special Voluntary Contribution ("SVC") Account allows you to work towards your financial goals and retirement plans by choosing to make a regular contribution or a lump sum contribution.

You can make contributions without going through your employer, either paying cheque[1] at any BEA branch, making direct debit payments from your BEA bank account, making payments through BEA Online[2], making payments by eCheque[1,3,] or making inter-bank transfers through Faster Payment System ("FPS") [4].

- Invest as little as HK$100 per month or make a lump sum contribution (minimum HK$500) at any time.
- Fund switching and change of investment mandate are available at any time. You can also redeem some or all constituent fund units in your portfolio, increase or reduce your contribution amount, without any handling charges.

You can elect to make SVC by completing the "Member – Participation Agreement (Special Voluntary Contribution Account "SVC")", "Member – Application / Cancel Direct Debit Authorisation For Contributions" or "Member – Irregular Contribution" forms and submitting them to any BEA branch or BEA MPF Administration Centre.

[1] Payments by cheque and eCheque should be in the name of the account holder.

[2] SVC members should hold a BEA savings or current account and register BEA Online Services at any BEA branch to make payment to their SVC.

[3] Please email the eCheque to BEAMPFePayment@hkbea.com together with your SVC account member number and contact number.

[4] Payment account of FPS should be in the same name of the SVC account holder. Please input your SVC account member number and contact number under transaction reference of FPS. For information of MPF collection account, please contact BEA (MPF) Hotline 2211 1777 (operated by Bank of East Asia (Trustees) Limited).

(4) Tax Deductible Voluntary Contribution Account

Tax Deductible Voluntary Contributions ("TVC") is a new type of contributions which can only be paid into the TVC account of an MPF scheme. TVC may be eligible for tax concessions starting from the year of assessment 2019/2020. The TVC account holder may, at any time, choose to have ALL accrued benefits in the TVC account transferred to another TVC account. Such benefit transfer amount cannot be claimed as deductions for taxation purpose.

- Tax deductible limit of up to HK$60,000[1] for each year of assessment
- Voluntary in nature, but subject to the same vesting, preservation, and withdrawal restrictions that apply to mandatory contributions
- Accrued benefits in a TVC account can be transferred to another TVC account under a different MPF scheme at any time

Any person who falls under any one of the following categories may open a TVC account:

- Holders of contribution accounts of an MPF scheme; or
- Personal account holders of an MPF scheme; or
- Members of MPF exempted ORSO Schemes.

Each eligible person can only have one TVC account in an MPF scheme, but you may have more than one TVC account in more than one MPF scheme.

The Trustee may reject any application to open a TVC account in the event of (i) having reason to know that information and documents provided to the Trustee are incorrect or incomplete; (ii) failure of applicants to provide information and documents as required by the Trustee to ensure compliance with applicable laws and regulations relating to anti-money laundering or tax reporting; and/or (iii) other circumstances which the Trustee and the Sponsor may consider appropriate.

For risk management and compliance purposes, there could be circumstances (such as (i) to (iii) in the preceding paragraph) that TVC may be rejected. Any rejected TVC (with no interest) will be refunded within 45 days of receipt of any such TVC unless for some exceptional regulatory reasons the Trustee is unable to effect a refund within such timeframe.

You can make contributions in flexible amount[2] at any time with the following contribution payment methods: You can pay by cheque[3] at any BEA branch, make direct debit payments from your BEA bank account, make payments through BEA Online[4], make payments by eCheque[3,5,] or make inter-bank transfers through Faster Payment System ("FPS") / direct credit payments[6].

- Invest as little as HK$100 per month or make a lump sum contribution (minimum HK$500) at any time.
- Change of investment mandate and fund switching are available at any time. You can also increase or reduce your sum of money for investment, without any handling charges.
- The maximum tax-deductible amount for each assessment year is HK$60,000, which is an aggregate limit for TVC and Qualifying Deferred Annuity Policies ("QDAP") premiums. If you made TVC and paid QDAP premiums in the same year of assessment, tax deduction will be applied to TVC first. Any remaining amount will then be used for tax deduction on QDAP premiums.

You can elect to make TVC by completing the "Member Participation Agreement (Tax Deductible Voluntary Contribution Account "TVC"), "Member – Application / Cancel Direct Debit Authorisation For Contributions" or "Member - Irregular Contribution" forms and submitting them to any BEA branch or BEA MPF Administration Centre. You can also submit the TVC Account application by scanning the below QR code.

TVC Account Application

[1] This is an aggregate limit for both TVC and other qualifying annuity premiums.

[2] The contribution amount under the BEA (MPF) Tax Deductible Voluntary Contribution Account is subject to minimum of HK$100 per month for regular contributions, or HK$500 for each lump sum contribution.

[3] Payments by cheque and eCheque should be in the name of the account holder.

[4] TVC members should hold a BEA savings or current account and register the BEA Online Services at any BEA branch to make payment to their TVC.

[5] Please email the eCheque to BEAMPFePayment@hkbea.com together with your TVC account member number and contact number.

[6] Payment account of FPS / direct credit payments should be in the same name of the TVC account holder. Please input your TVC account member number and contact number under transaction reference of FPS / direct credit payments. For information of MPF collection account, please contact BEA (MPF) Hotline 2211 1777 (operated by Bank of East Asia (Trustees) Limited).

(III) Change of Investment Mandate or Fund Switching

Change of Investment Mandate

Change of Investment Mandate allows you to change your investment allocation for all future contributions, surcharge and transfer-in assets from other MPF service providers. The investment allocation for your existing accrued benefits will remain unchanged.

Fund Switching

Fund switching allows you to redeem specific funds and allocate the proceeds of these redeemed assets to other funds. It allows you to change the investment allocation for your existing accrued benefits. The investment choice for future contributions, surcharge and transfer-in assets from other MPF services providers will remain unchanged.

If you wish to change your future contributions, surcharge and transfer-in assets from other MPF service providers, and existing investment portfolio, you should fill in both the "Change of Mandate to Invest Contribution" and "Fund Switching Instruction" simultaneously.

We will post "Confirmation of Change of Investment Mandate" and/or "Fund Switching Statement" to you when your instructions have been successfully processed.

You can change your investment mandate or switch your funds using the following channels.

1. Complete the "Member - Change of Mandate to Invest Contribution/Fund Switching Instruction" form and fax to 3608 6003 or mail to BEA MPF Administration Centre.
2. BEA Online
3. Phone Banking
4. BEA Mobile

   Log in to BEA Mobile using the BEA Mobile App, available for iPhone and Android.

Details of processing fund switching instruction:

Name of Scheme	BEA (MPF) Industry Scheme	BEA (MPF) Master Trust Scheme	BEA (MPF) Value Scheme
Cut-off Time on business day*	4:00 p.m.		
Instruction processing date*	Same business day **Fund switching instruction received before 4:00 p.m. on any business day will be processed on the same business day and fund switching instructions received after 4:00 p.m. on any business day, or anytime on Saturday and Sunday, or public holiday, will be processed on the following business day.*		
Date of fund price for fund dealing	Date of instruction processing date	Next working day after the instruction processing date	Next working day after the instruction processing date

Note:

(1) Your change of mandate to invest contribution / fund switching instruction may be postponed due to reasons including but not limited to: (i) your MPF account is in the process of transfer-out assets to other scheme(s), annual de-risking between Default Investment Strategy funds, partial claim or withdraw MPF accrued benefits, transfer fund unit(s) from or to other account(s); (ii) multiple change of mandate to invest contribution / fund switching instructions are received within the same day; or (iii) a previous change of mandate to invest contribution / fund switching instruction has not yet been completed (collectively, "the circumstances"). Your change of mandate to invest contribution / fund switching instruction will be processed as soon as possible after the completion or clarification of the above circumstances (if any). However, Bank of East Asia (Trustees) Limited shall not be liable for any delay. For any enquiries, please contact the BEA (MPF) Hotline on 2211 1777 (Operated by Bank of East Asia (Trustees) Limited).

(2) Please note that if contribution and/or transfer-in assets are in progress on the date that the fund switching instruction is under processing, the involved fund units transaction will not be executed in this fund switching instruction. Bank of East Asia (Trustees) Limited shall not be liable for any loss.

(IV) Transfer of Accrued Benefits

Employee Choice Arrangement

The Employee Choice Arrangement ("ECA") came into effect on 1st November, 2012, giving employees greater autonomy of choice. Employees are allowed to transfer their accrued benefits, i.e. the accumulated contributions and investment returns, which arise from the employee mandatory contributions made during their current employment to another MPF trustee and scheme of their own choice once every calendar year (the period from 1st January to 31st December in any given year); or not to make any change by retaining the accrued benefits in the MPF scheme they are currently enrolled in.

The transfer arrangements for accrued benefits in three main sub-accounts in MPF contribution accounts during your current employment will be different.

Accrued benefits in contribution account during current employment	Transferability	Type of MPF account that accrued benefits can be transferred to
Employer mandatory contributions	Not transferable	Not transferable
Employee mandatory contributions	Transferable in a lump-sum once every calendar year*	Personal Account
Mandatory contributions from former employment or self-employment	Transferable in a lump-sum at any time	Personal Account or other contribution account

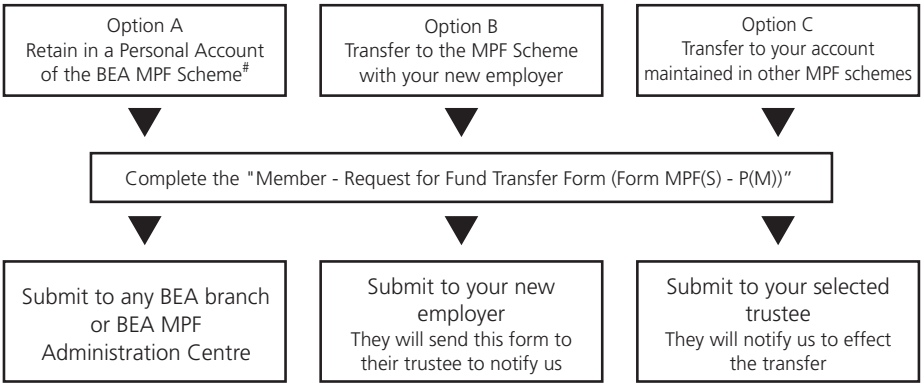
* Every calendar year means the period from 1st January to 31st December in any given year.

If you wish to transfer the transferable accrued benefits from a contribution account during current employment to BEA MPF, please complete the "Member - Participation Agreement (Personal Account)" form and "Employee Choice Arrangement ("ECA") Transfer Election Form (Form MPF(S) - P(P))" and submit them to any BEA branch or BEA MPF Administration Centre. You can also submit the Personal Account application and the ECA transfer request by scanning the below QR codes.

Personal Account Application

ECA Transfer Request

If your employment is terminated, you have the following options with your accrued benefits:



If the BEA MPF Administration Centre does not receive instructions on how to handle your accrued benefits within three months after receiving the notice of your cessation of employment from your former employer, the accrued benefits will be automatically transferred to a personal account under the BEA MPF Scheme.

If you wish to stay with us and retain your accrued benefits in your Personal Account of the BEA MPF Scheme, please complete the "Member - Request for Fund Transfer Form (Form MPF(S) - P(M))" and submit it to any BEA branch or BEA MPF Administration Centre. You can also submit the Member - Fund Transfer Request by scanning the below QR code.

Member - Fund Transfer Request

(V) Vesting of Benefits

The accrued benefits derived from the mandatory contributions made by you and your employer are fully and immediately vested in you.

(VI) Withdrawal of Accrued Benefits

In general, you can claim for payment of the accrued benefits at the retirement age of 65. The following table shows the different circumstances. Phased withdrawal of MPF benefits is allowed for claims on the grounds of retirement or early retirement.

Claim Reason	Eligibility	Form
Retirement	Having reached the age of 65.	Member - Claim Form for Payment of Accrued Benefits on Ground of Attaining the Retirement Age of 65 or Early Retirement
Early Retirement	Having reached the age of 60 and have permanently ceased employment/self-employment.	
Total Incapacity	Permanently unfit to perform the kind of work that you were last performing before becoming incapacitated.	Claim Form for Payment of MPF Accrued Benefits on Grounds of Permanent Departure from Hong Kong / Total Incapacity / Terminal Illness / Small Balance / Death
Death	Your personal representative(s) can claim the payment of the MPF contributions and investment returns.	
Permanent Departure from Hong Kong	Departing from Hong Kong permanently (this can only be used as grounds for withdrawal once in your lifetime).	
Small Balance Account	Fulfilling all the criteria below: • The account balance in your account is not more than HK$5,000; • As at the date of the claim, at least 12 months have elapsed since the contribution day in respect of the latest contribution period for which a mandatory contribution is required to be made to any registered scheme by or in respect of the employee under the Mandatory Provident Fund Schemes Ordinance; • No MPF assets are kept in any other scheme; and • You have no intention to become employed or self-employed in the foreseeable future.	
Terminal Illness	An employee who has an illness that is likely to reduce the life expectancy of the employee to 12 months or less as certified by a registered medical practitioner or a registered Chinese medical practitioner.	

If you wish to claim for payment of the accrued benefits, please complete the relevant form and submit it with all relevant documents to any BEA branch or BEA MPF Administration Centre.

(VII) Long Service Payment or Severance Payment

Employers can offset any long service payment or severance payment paid in accordance with the Employment Ordinance to the employee against the accrued benefits derived from the employer's contributions.

(VIII) Tax Concession

Mandatory contributions made by an employee are tax deductible. The maximum deductible amount for the year of assessment 2015/16 and for each year after that year is HK$18,000.

The maximum tax concession amount for tax deductible voluntary contributions in each year of assessment is set out in the Inland Revenue Ordinance (Cap. 112) and, in the year of assessment 2019/2020 and for each year after that year, is HK$60,000. It should be noted that such tax concession amount is an aggregate limit for both TVC and other qualifying annuity premiums rather than TVC only; and any claim for tax deductions will be applied to TVC before qualifying annuity premiums.

(IX) Change of Personal Information

To change the personal information, for example:

- Residential and correspondence address
- Telephone number
- Fax number
- English name
- Chinese name
- Specimen signature
- Email address

Please complete the "Member - Change of Personal Details" form and submit it with all relevant documents to the MPF Administration Centre or any BEA branch.

To assure you stay informed of the latest MPF information, including receiving your Annual Benefit Statement, please inform us as soon as possible of any change in your personal information.

(X) Member Communication

(1) Publications and Statements

We issue a range of publications to provide you with information and updates on fund performance and the MPF market, including Monthly Investment Summary Report, Quarterly Fund Fact Sheet, and BEA MPF e-Newsletter. Get hold of a copy via BEA MPF Webpage, by logging in to BEA Online, or from MPF Administration Centre or any BEA branch.

We will send you an Annual Benefit Statement before 30th June of every year, within 3 months from the end of the financial year (from 1st April to 31st March of the following year).

(2) Free Seminars

- Enrolment Seminar for Employees – Introduce scheme details and product features.
- Investment Seminar – In-depth information on hot topics from market experts.

(3) e-Service

Periodic emails / SMS messages will be sent to members on a variety of MPF-related issues, including market updates, MPF publications, promotional materials and offers, MPF news, etc.

(XI) Copying Service

If you wish to request a copy of any document, please complete the "Member – Copying Services Request Form" and submit it to any BEA branch or BEA MPF Administration Centre. (Please refer to the form for charges.)

(XII) Personal Account

When you change your job, you can open a personal account under the BEA (MPF) Scheme in your own name and transfer in your accrued benefits from your previous MPF scheme. Please complete the "Member - Participation Agreement (Personal Account)" form and submit it to any BEA branch or BEA MPF Administration Centre. You can also submit the Personal Account application by scanning the below QR code.

Personal Account Application

(XIII) Customer Suggestions

In order to provide quality services that suit your needs, your feedback can help us to enhance and improve our service standards.

You are welcome to share your opinions or complaints with us via the following channels and we will endeavour to properly handle the matters as quickly and efficiently as we can:

• By letter or in person to MPF Administration Centre	32nd Floor, BEA Tower, Millennium City 5, 418 Kwun Tong Road, Kwun Tong, Kowloon, Hong Kong
• Through BEA (MPF) Hotline (Operated by Bank of East Asia (Trustees) Limited)	2211 1777
• By email	BEAMPF@hkbea.com
• By facsimile	3608 6003

Upon receipt of your complaints, we will address your concerns by providing you with:

- A written acknowledgement within 2 working days upon the date of receipt of your written complaint (If a written response is provided directly to you within 7 days upon the date of receipt of the complaint, no written acknowledgement will be sent);
- A written response to your complaint within 30 days upon the date of receipt of the written complaint (If the complaint has been duly resolved by close of business on the next working day, no written acknowledgement or written response will be provided);
- A verbal response to your complaint within 30 days upon the date of receipt of your verbal complaint.

Please give us your personal particulars so that we can follow up the case with you. However, you are welcome to give your feedback anonymously.

- Name
- Contact Telephone No.
- Correspondence Address
- Email Address (If applicable)
- MPF Scheme (If applicable): BEA (MPF) Master Trust Scheme / BEA (MPF) Industry Scheme / BEA (MPF) Value Scheme
- Scheme No. / Membership No.(If applicable)
- Date

(XIV) Account Management / Enquiry Channels

You can manage your MPF account and make enquiries free of charge using any of the following channels:

1. BEA (MPF) Hotline (Operated by Bank of East Asia (Trustees) Limited)	2211 1777
2. Phone Banking	2211 1888
3. BEA Customer Service Hotline	2211 1333
4. BEA Online	www.hkbea.com (log in to BEA Online)
5. BEA MPF Webpage	www.hkbea.com (Insurance, MPF & Trust ➔ MPF Services)
6. Automatic Teller Machine ("ATM") Network[1]	An extensive network of JETCO ATMs providing MPF Services spreading throughout the territories
7. BEA Mobile (iPhone and Android)	Go to the App Store or Google Play and search for "BEA Mobile", to download the application
8. BEA MPF Administration Centre	32/F, BEA Tower, Millennium City 5, 418 Kwun Tong Road, Kowloon, Hong Kong Facsimile: 3608 6003 Email: BEAMPF@hkbea.com
9. BEA Branch	An extensive network covering Hong Kong Island, Kowloon, the New Territories, and the Outlying Islands

Note:

[1] ATM users should hold a BEA savings or current account and a BEA ATM card or BEA Credit Card. Please use JETCO ATMs that display the "MPF" label.

Services available for each channel:

Channel / Service	BEA (MPF) Hotline (Operated by Bank of East Asia (Trustees) Limited)	Phone Banking	BEA Customer Service Hotline	BEA Online	BEA MPF Webpage	ATM Network[1]	BEA Mobile	BEA MPF Administration Centre	BEA Branch Network
Check Account Balance	✔	✔	–	✔	–	✔	✔	✔	✔
Check Contribution Record	✔	✔ last 3 records	–	✔ last 36 records	–	✔ last 2 records	✔ last 36 records	✔	✔
Change of Investment Choice	–	✔	–	✔	–	–	✔	✓ [2]	✓ [2]
Fund Switching	–	✔	–	✔	–	–	✔	✓ [2]	✓ [2]
Fund Price Enquiry	✔	✔	✔	✔	✔	–	✔	✔	✔
Make Contribution Payment[4]	–	–	–	✓ [3]	–	–	–	✔	✔
Obtain Forms	✔	–	–	✔	✔	–	–	✔	✔
Obtain Product / Fund Information	✔	–	✔	✔	✔	–	–	✔	✔
e-Statement Service	–	–	–	✔ last 2 years	–	–	–	–	–
Fund Switching History Enquiry[5]	–	–	–	✔ last 3 years	–	–	✔ last 3 years	–	–

[1] ATM users should hold a BEA savings or current account and a BEA ATM card or BEA Credit Card. Please use JETCO ATMs that display the "MPF" label.

[2] Customers may change their investment choice and/or switch funds by filling in the appropriate form.

[3] Only applicable to self-employed person, SVC Account and TVC Account.

[4] We accept contributions made by e-Cheque and through Faster Payment System ("FPS"). Payments by eCheque should be in the name of the account holder. Please email the eCheque to BEAMPFePayment@hkbea.com together with membership number and contact number. For payment through FPS, payment account of FPS should be in the same name of the SVC / TVC account holder. Please input your SVC / TVC account member number and contact number under transaction reference of FPS. For information of MPF collection account, please contact BEA (MPF) Hotline 2211 1777 (operated by Bank of East Asia (Trustees) Limited).

[5] Members should be aware that transactions will only be shown in the fund switching record after they have been completed.

(XV) Useful References

1. Mandatory Provident Fund Schemes Authority (MPFA)

Hotline	:	2918 0102
Email	:	mpfa@mpfa.org.hk
Website	:	www.mpfa.org.hk

2. Labour Department

Information on various topics of labour legislation and services of the Labour Department is available at the District Offices of Labour Relations Division.

Hotline	:	2717 1771
Email	:	enquiry@labour.gov.hk
Website	:	www.labour.gov.hk

3. Inland Revenue Department

Hotline	:	187 8088
Email	:	taxinfo@ird.gov.hk
Website	:	www.ird.gov.hk

4. Probate Registry

Hotline	:	2840 1683
Email	:	probate@judiciary.hk
Website	:	www.judiciary.hk

BEA MPF Administration Centre

Address	:	32/F, BEA Tower, Millennium City 5, 418 Kwun Tong Road, Kowloon, Hong Kong	
Service Hours	:	Monday to Friday	9:00 am to 5:45 pm
			(Except Public Holiday)

Contact Us

BEA (MPF) Hotline	:	2211 1777 (Operated by Bank of East Asia (Trustees) Limited)	
Facsimile	:	3608 6003	
Email	:	BEAMPF@hkbea.com	
Service Hours	:	Monday to Friday	9:00 am to 6:00 pm
		Saturday	9:00 am to 1:00 pm
			(Except Public Holiday)
Sponsor	:	The Bank of East Asia, Limited	東亞銀行有限公司
Issuer	:	Bank of East Asia (Trustees) Limited	東亞銀行（信託）有限公司

BEA (MPF) Hotline 2211 1777
(Operated by Bank of East Asia (Trustees) Limited)
www.hkbea.com