

Bank of East Asia (Trustees) Limited Service Pledge					
Trustee		Bank of East Asia (Trustees) Limited	Bank of East Asia (Trustees) Limited	Bank of East Asia (Trustees) Limited	Bank of East Asia (Trustees) Limited
MPF Scheme		BEA (MPF) Industry Scheme	BEA (MPF) Master Trust Scheme	BEA (MPF) Value Scheme	BEA (MPF) Value Scheme
Enrolment					
Regular Employee	Provision of electronic application tools	Entry via website functions	x	x	x
		Others	x	x	x
	Means of submitting application form by employer	By website	x	x	x
		By post / courier	✓	✓	✓
		By fax	x	x	x
		At trustee's designated locations	✓	✓	✓
		Others	x	x	x
	Required time to complete account setup (after the date of receipt of required documents)	Submitted by employer by website ¹⁷	x	x	x
		Submitted by employer by paper form ¹⁸	Within 5 working days	Within 5 working days	Within 5 working days
		Submitted by employer by others ¹⁷	x	x	x
Others		x	x	x	
Casual Employee	Provision of electronic application tools	Entry via website functions	✓	x	x
		Others	Mobile apps	x	x
	Means of submitting application form by employer	By website	x	x	x
		By post / courier	✓	x	x
		By fax	x	x	x
		At trustee's designated locations	✓	x	x
		Others	x	x	x
	Required time to complete account setup (after the date of receipt of required documents)	Submitted by employer by website ¹⁷	x	x	x
		Submitted by employer by paper form ¹⁸	Within 5 working days	x	x
		Submitted by employer by others ¹⁷	x	x	x
Others		x	x	x	
Self-Employed Person	Provision of electronic application tools	Entry via website functions	x	x	x
		Others	x	x	x
	Means of submitting application form	By website	x	x	x
		By post / courier	✓	✓	✓
		By fax	x	x	x
		At trustee's designated locations	✓	✓	✓
		Others	x	x	x
	Required time to complete account setup (after the date of receipt of required documents)	By website ¹⁷	x	x	x
		By paper form ¹⁸	Within 5 working days	Within 5 working days	Within 5 working days
		By others ¹⁷	x	x	x
Others		x	x	x	
Personal Account	Provision of electronic application tools	Entry via website functions	✓	✓	✓
		Others	Mobile apps	Mobile apps	Mobile apps
	Means of submitting application form	By website	✓	✓	✓
		By post / courier	✓	✓	✓
		By fax	x	x	x
		At trustee's designated locations	✓	✓	✓
		Others	Mobile apps	Mobile apps	Mobile apps
	Required time to complete account setup (after the date of receipt of required documents)	By website ¹⁷	Within 5 working days	Within 5 working days	Within 5 working days
		By paper form ¹⁸	Within 5 working days	Within 5 working days	Within 5 working days
		By others ¹⁷	Within 5 working days	Within 5 working days	Within 5 working days
Others		Within 5 working days	Within 5 working days	Within 5 working days	
Tax Deductible Voluntary Contribution Account	Provision of electronic application tools	Entry via website functions	✓	✓	✓
		Others	Mobile apps	Mobile apps	Mobile apps
	Means of submitting application form	By website	✓	✓	✓
		By post / courier	✓	✓	✓
		By fax	x	x	x
		At trustee's designated locations	✓	✓	✓
		Others	Mobile apps	Mobile apps	Mobile apps
	Required time to complete account setup (after the date of receipt of required documents)	By website ¹⁷	Within 5 working days	Within 5 working days	Within 5 working days
		By paper form ¹⁸	Within 5 working days	Within 5 working days	Within 5 working days
		By others ¹⁷	Within 5 working days	Within 5 working days	Within 5 working days
Others		Within 5 working days	Within 5 working days	Within 5 working days	

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MPF Scheme			BEA (MPF) Industry Scheme	BEA (MPF) Master Trust Scheme	BEA (MPF) Value Scheme	
Contribution Allocation						
Mandatory Contributions and Voluntary Contributions	Provision of electronic contribution tools	Prescribed spreadsheet ⁶	x	x	x	
		Entry via website functions	✓	✓	✓	
		HR software	✓	✓	✓	
	Means of contribution data submission	Submission via website functions	✓	✓	✓	
		Data file sent via website	✓	✓	✓	
		Data file sent via email	✓	✓	✓	
		By post / courier	✓	✓	✓	
		By fax	✓	✓	✓	
		At trustee's designated locations	✓	✓	✓	
		Others	x	x	x	
	Contribution payment methods	By cheque	✓	✓	✓	
		By e-cheque	✓	✓	✓	
		By direct debit method (i.e. autopay)	✓ (Applicable to Self-Employed Person)	✓ (Applicable to Self-Employed Person and Special Voluntary Contributions)	✓ (Applicable to Self-Employed Person and Special Voluntary Contributions)	
		By direct credit to trustee's bank account	✓	✓	✓	
		Others	x	x	x	
Required time to complete (after the date of receipt of required documents)	Employer pays by direct debit method (i.e. autopay) ⁷	Within 3 working days (Applicable to Self-Employed Person)	Within 3 working days (Applicable to Self-Employed Person and Special Voluntary Contributions)	Within 3 working days (Applicable to Self-Employed Person and Special Voluntary Contributions)		
	Employer pays by direct credit to trustee's bank account ⁸	Within 5 working days	Within 5 working days	Within 5 working days		
	Employer pays by cheque ⁹	Within 7 working days	Within 5 working days	Within 5 working days		
Tax Deductible Voluntary Contributions	Contribution amount limit	Maximum limit (HK\$)	x	x	x	
		Minimum limit (HK\$)	Monthly regular: HK\$100 Ad hoc: HK\$500	Monthly regular: HK\$100 Ad hoc: HK\$500	Monthly regular: HK\$100 Ad hoc: HK\$500	
	Provision of electronic contribution tools	Entry via website functions	✓	✓	✓	
		Others	x	x	x	
	Means of contribution data submission	Submission via website functions	✓	✓	✓	
		By post / courier	✓	✓	✓	
		By fax	✓	✓	✓	
		At trustee's designated locations	✓	✓	✓	
		Others	x	x	x	
	Contribution payment methods	By cheque	✓	✓	✓	
		By e-cheque	✓	✓	✓	
		By direct debit method (i.e. autopay)	✓	✓	✓	
		By direct credit to trustee's bank account	✓	✓	✓	
		Others	Faster Payment System	Faster Payment System	Faster Payment System	
	Required time to complete (after the date of receipt of required documents)	By direct debit method (i.e. autopay) ¹⁹	Within 3 working days	Within 3 working days	Within 3 working days	
By direct credit to trustee's bank account ¹⁹		Within 3 working days	Within 3 working days	Within 3 working days		
By cheque ¹⁹		Within 5 working days	Within 5 working days	Within 5 working days		
Others ¹⁹		Within 5 working days (Faster Payment System)	Within 5 working days (Faster Payment System)	Within 5 working days (Faster Payment System)		
Change of Investment Allocation						
Change of Investment Allocation of Existing Account Balance	Method of the Change	Rebalancing	x	x	x	
		Fund switching	✓	✓	✓	
	Through website	Number of free changes (per calendar year / per scheme year)	Unlimited	Unlimited	Unlimited	
		Cut-off time	4:00 p.m.	4:00 p.m.	4:00 p.m.	
		Date of fund price for fund dealing ¹	Date of receipt of the completed instruction	Next working day after the date of receipt of the completed instruction (except BEA (MPF) Long Term Guaranteed Fund)	Next working day after the date of receipt of the completed instruction	

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		Required time to complete (after the date of receipt of completed instruction) ²	Within 2 working days	Within 2 working days (except BEA (MPF) Long Term Guaranteed Fund)	Within 2 working days	
	Through Interactive Voice Response System (IVRS)	Number of free changes (per calendar year / per scheme year)	Unlimited	Unlimited	Unlimited	
		Cut-off time	4:00 p.m.	4:00 p.m.	4:00 p.m.	
		Date of fund price for fund dealing ¹	Date of receipt of the completed instruction	Next working day after the date of receipt of the completed instruction (except BEA (MPF) Long Term Guaranteed Fund)	Next working day after the date of receipt of the completed instruction	
		Required time to complete (after the date of receipt of completed instruction) ²	Within 2 working days	Within 2 working days (except BEA (MPF) Long Term Guaranteed Fund)	Within 2 working days	
	By post / courier	Number of free changes (per calendar year / per scheme year)	Unlimited	Unlimited	Unlimited	
		Date of fund price for fund dealing ¹	Date of receipt of the completed instruction	Next working day after the date of receipt of the completed instruction (except BEA (MPF) Long Term Guaranteed Fund)	Next working day after the date of receipt of the completed instruction	
		Required time to complete (after the date of receipt of completed instruction) ³	Within 2 working days	Within 2 working days (except BEA (MPF) Long Term Guaranteed Fund)	Within 2 working days	
	By fax	Number of free changes (per calendar year / per scheme year)	Unlimited	Unlimited	Unlimited	
		Cut-off time	4:00 p.m.	4:00 p.m.	4:00 p.m.	
		Date of fund price for fund dealing ¹	Date of receipt of the completed instruction	Next working day after the date of receipt of the completed instruction (except BEA (MPF) Long Term Guaranteed Fund)	Next working day after the date of receipt of the completed instruction	
		Required time to complete (after the date of receipt of completed instruction) ²	Within 2 working days	Within 2 working days (except BEA (MPF) Long Term Guaranteed Fund)	Within 2 working days	
	Confirmation statement for change of investment allocation		✓	✓	✓	
	Change of Investment Mandate of Future Contributions	Through website	Number of free changes (per calendar year / per scheme year)	Unlimited	Unlimited	Unlimited
			Cut-off time	12:00 midnight	12:00 midnight	12:00 midnight
			Required time to complete ⁴	Within 2 working days after the date of receipt of the completed instruction	Within 2 working days after the date of receipt of the completed instruction	Within 2 working days after the date of receipt of the completed instruction
		Through IVRS	Number of free changes (per calendar year / per scheme year)	Unlimited	Unlimited	Unlimited
			Cut-off time	12:00 midnight	12:00 midnight	12:00 midnight
Required time to complete ⁴			Within 2 working days after the date of receipt of the completed instruction	Within 2 working days after the date of receipt of the completed instruction	Within 2 working days after the date of receipt of the completed instruction	
By post / courier		Number of free changes (per calendar year / per scheme year)	Unlimited	Unlimited	Unlimited	
		Required time to complete ⁵	Within 2 working days after the date of receipt of the completed instruction	Within 2 working days after the date of receipt of the completed instruction	Within 2 working days after the date of receipt of the completed instruction	
By fax		Number of free changes (per calendar year / per scheme year)	Unlimited	Unlimited	Unlimited	
		Cut-off time	4:00 p.m.	4:00 p.m.	4:00 p.m.	
		Required time to complete ⁴	Within 2 working days after the date of receipt of the completed instruction	Within 2 working days after the date of receipt of the completed instruction	Within 2 working days after the date of receipt of the completed instruction	
Confirmation statement for change of investment mandate		✓	✓	✓		

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MPF Scheme			BEA (MPF) Industry Scheme	BEA (MPF) Master Trust Scheme	BEA (MPF) Value Scheme	
Transfer of MPF Benefits						
Transfer of MPF Benefits	Employee Choice Arrangement	As a new trustee, the processing time for serving a copy of election form on the original trustee (after the date of receipt of completed instruction) ¹⁰	Within 5 working days	Within 5 working days	Within 5 working days	
		As an original trustee, the processing time for redeeming the fund units in member's account ¹¹	Within 6 working days	Within 6 working days	Within 6 working days	
		As an original trustee, the processing time for transferring MPF benefits out to new scheme after redemption of fund units ¹²	Within 6 working days	Within 6 working days	Within 6 working days	
		As a new trustee, the processing time for transferring MPF benefits in from original scheme ¹³	Within 2 working days	Within 2 working days	Within 2 working days	
	Transfer arrangement for self-employed person, personal account holder or employee ceasing employment	As a new trustee, the processing time for serving a copy of election form on the original trustee (after the date of receipt of completed instruction) ¹⁰	Within 5 working days	Within 5 working days	Within 5 working days	
		As an original trustee, the processing time for redeeming the fund units in member's account ¹¹	Within 9 working days	Within 9 working days	Within 9 working days	
		As an original trustee, the processing time for transferring MPF benefits out to new scheme after redemption of fund units ¹²	Within 6 working days	Within 6 working days	Within 6 working days	
		As a new trustee, the processing time for transferring MPF benefits in from original scheme ¹³	Within 4 working days	Within 4 working days	Within 4 working days	
	Transfer arrangement for tax deductible voluntary contribution account holder	As a new trustee, the processing time for serving a copy of election form on the original trustee (after the date of receipt of completed instruction) ¹⁰	Within 5 working days	Within 5 working days	Within 5 working days	
		As an original trustee, the processing time for redeeming the fund units in member's account ¹¹	Within 9 working days	Within 9 working days	Within 9 working days	
		As an original trustee, the processing time for transferring MPF benefits out to new scheme after redemption of fund units ¹²	Within 6 working days	Within 6 working days	Within 6 working days	
		As a new trustee, the processing time for transferring MPF benefits in from original scheme ¹³	Within 4 working days	Within 4 working days	Within 4 working days	
	Withdrawal of MPF Benefits					
	Withdrawal of MPF Benefits	In a lump sum	The processing time for redeeming the fund units in member's account (after the date of receipt of completed instruction) ¹⁴	Within 9 working days	Within 9 working days	Within 9 working days
			The processing time for paying the accrued benefits out by trustee after redemption of fund units ¹⁵	Within 6 working days	Within 6 working days	Within 6 working days
		By instalments (applicable to claims of benefits on the grounds of attaining the retirement age of 65 and early retirement only)	Number of free withdrawals by instalments offered (per account in a calendar year)	12 times	12 times	12 times
Fees charged for exceeding the number of free withdrawals by instalments offered (per withdrawal)			HK\$100	HK\$100	HK\$100	
The processing time for redeeming the fund units in member's account (after the date of receipt of completed instruction) ¹⁶			Within 9 working days	Within 9 working days	Within 9 working days	
The processing time for paying the accrued benefits out by trustee after redemption of fund units ¹⁵			Within 6 working days	Within 6 working days	Within 6 working days	

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MPF Scheme		BEA (MPF) Industry Scheme	BEA (MPF) Master Trust Scheme	BEA (MPF) Value Scheme		
Customer Services						
Member Benefit Statement	Distribution method		By mail / through website	By mail / through website		
	Number of free statement (per calendar year / per scheme year)		Mail : 4 times Other distribution methods : 4 times (For Casual Employee : once per month (if there are contributions made in the month))	Mail: Once (3 times on request) Other distribution methods : 4 times	Mail: Once (3 times on request) Other distribution methods: 4 times	
Tax Deductible Voluntary Contributions Fund Fact Sheet	Distribution method		By mail	By mail		
	Distribution method		By mail / through website / by email / through bank branch	By mail / through website / by email / through bank branch		
	Number of free edition (per calendar year / per scheme year)		Mail : Once Other distribution methods : 4 times	Mail : Once Other distribution methods : 4 times	Mail: Once Other distribution methods: 4 times	
Enquiry / Contact	Customer service centre	Business address	32/F, BEA Tower, Millennium City 5, 418 Kwun Tong Road, Kwun Tong, Kowloon	32/F, BEA Tower, Millennium City 5, 418 Kwun Tong Road, Kwun Tong, Kowloon	32/F, BEA Tower, Millennium City 5, 418 Kwun Tong Road, Kwun Tong, Kowloon	
		Business hours	9:00 a.m. - 5:45 p.m. Mon to Fri (except public holiday)	9:00 a.m. - 5:45 p.m. Mon to Fri (except public holiday)	9:00 a.m. - 5:45 p.m. Mon to Fri (except public holiday)	
		Hotline	Member hotline phone number Employer hotline phone number	2211-1777 2211-1777	2211-1777 2211-1777	2211-1777 2211-1777
		Service hours	Service hours	9:00 a.m. to 6:00 p.m. Mon to Fri and 9:00 a.m. to 1:00 p.m. Sat (except public holiday)	9:00 a.m. to 6:00 p.m. Mon to Fri and 9:00 a.m. to 1:00 p.m. Sat (except public holiday)	9:00 a.m. to 6:00 p.m. Mon to Fri and 9:00 a.m. to 1:00 p.m. Sat (except public holiday)
			With voice mail service	✓	✓	✓
			Service pledge to reply voice mail messages	Reply within next working day	Reply within next working day	Reply within next working day
			IVRS	Phone number Service hours	2211-1888 24 hours	2211-1888 24 hours
		Fax number	3608-6003	3608-6003	3608-6003	
		Website	http://www.hkbea.com	http://www.hkbea.com	http://www.hkbea.com	
		Other channels	Automated Teller Machine / All BEA branches / Email	Automated Teller Machine / All BEA branches / Email	Automated Teller Machine / All BEA branches / Email	
	Services Available on Website	Online dashboard ²⁰	1) Account balance			
			2) Net contributions & net transfer-in	✓	✓	✓
			3) Account gain/loss			
4) Fund allocation presented in a pie chart						
Member account balance enquiry	By fund	✓	✓	✓		
	By source of contribution type	✓	✓	✓		
	Member current investment mandate enquiry		✓	✓	✓	
	Member account gain / loss enquiry		✓	✓	✓	
	Member contribution history enquiry and periods available		Latest 36 contribution records	Latest 36 contribution records	Latest 36 contribution records	
	Change of member personal data		x	x	x	
	Change of employer particulars		x	x	x	
	Member e-statement	Member benefit statement		✓	✓	✓
		Fund switching confirmation statement		x	x	x
		Confirmation statement for change of investment mandate		x	x	x
		Transfer-out statement		x	x	x
		Transfer-in confirmation		x	x	x
		Tax Deductible Voluntary Contributions Summary (applicable to tax deductible voluntary contribution account holder only)		x	x	x
	Others		x	x	x	
	Fund price history enquiry and periods available		Since the launch date of the fund	Since the launch date of the fund	Since the launch date of the fund	
	Fund performance		✓	✓	✓	
	Key Scheme Information Document and MPF Scheme Brochure available for download		✓	✓	✓	
MPF forms available for download		✓	✓	✓		
Contribution calculator		x	x	x		
Severance Payment / Long Service Payment Calculator		✓	✓	✓		

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Services Available on IVRS	Member account balance enquiry	By fund	✓	✓	✓
		By source of contribution type	x	x	x
	Member current investment mandate enquiry	x	x	x	
	Member account gain / loss enquiry	x	x	x	
	Member contribution history enquiry and periods available	x	x	x	
	Obtain MPF member statements	x	x	x	
	Fund price history enquiry and periods available	Latest Fund Price	Latest Fund Price	Latest Fund Price	
	Obtain Key Scheme Information Document and MPF Scheme Brochure	x	x	x	
	Obtain MPF forms	x	x	x	
	Access to Customer Service Representative during the service hours of the Hotline	✓	✓	✓	
	Other Services	Regular seminar to employer / member	✓	✓	✓
Regular newsletter		✓	✓	✓	
E-alert service		Through email	✓	✓	✓
		Through SMS	✓	✓	✓
Apps		Online Dashboard ²⁰ :			
		1) Account balance	x	x	x
		2) Net contributions & net transfer-in			
		3) Account gain/loss			
		4) Fund allocation presented in a pie chart			
		Member account balance enquiry	✓	✓	✓
		Member contribution history enquiry	✓	✓	✓
Fund price history enquiry	✓	✓	✓		
Member change of investment allocation of existing account balance / change of investment mandate of future contributions	✓	✓	✓		
Member e-statement	x	x	x		
Tax Deductible Voluntary Contributions	✓	✓	✓		
Special Voluntary Contributions	x	✓	✓		

Footnote	
1	Date of fund price means the date on which the fund price is used for fund dealing after the trustee has received the instruction for rebalancing / fund switching. If the instruction is received by the trustee after the cut-off time on a working day or at any time on a non-working day, it will be deemed to have been received on the next working day.
2	From the day following the day of receipt of member's valid instruction (before the cut-off time on that day) by the trustee's administration centre to the working day on which the trustee has completed changing the investment allocation of the existing account balance and allocating the relevant fund units into member's account (exclusive of the day of receipt of the instruction by the trustee). However, the relevant information may not be updated simultaneously to the trustee's website, mobile apps and IVRS. You may contact the trustee for details. If the instruction is received by the trustee after the cut-off time on a working day or at any time on a non-working day, it will be deemed to have been received on the next working day.
3	From the day following the day of receipt of member's duly completed form by the trustee's administration centre to the working day on which the trustee has completed changing the investment allocation of the existing account balance and allocating the relevant fund units into member's account (exclusive of the day of receipt of the form by the trustee). However, the relevant information may not be updated simultaneously to the trustee's website, mobile apps and IVRS. You may contact the trustee for details. If the form is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
4	From the day following the day of receipt of member's valid instruction (before the cut-off time on that day) by the trustee's administration centre to the working day on which the trustee has completed updating the investment allocation of future contributions (exclusive of the day of receipt of the instruction by the trustee). However, the relevant information may not be updated simultaneously to the trustee's website, mobile apps and IVRS. You may contact the trustee for details. If the instruction is received by the trustee after the cut-off time on a working day or at any time on a non-working day, it will be deemed to have been received on the next working day.
5	From the day following the day of receipt of member's duly completed form by the trustee's administration centre to the working day on which the trustee has completed updating the investment allocation of future contributions (exclusive of the day of receipt of the form by the trustee). However, the relevant information may not be updated simultaneously to the trustee's website, mobile apps and IVRS. You may contact the trustee for details. If the form is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
6	Prescribed spreadsheets are developed by trustees with automatic calculation of contribution functions for employers to prepare contribution data.
7	From the day following the day of receipt of employer's completed Remittance Statement by the trustee's administration centre to the working day on which the trustee has received the contributions from employer's designated bank account and then used the contributions to subscribe for units in the relevant constituent fund(s) (i.e. the date on which the fund price used for fund subscription is quoted) for the member (exclusive of the day of receipt of the Remittance Statement by the trustee). If the document is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
8	From the day following the day of receipt of employer's completed Remittance Statement and the contributions by the trustee's administration centre to the working day on which the trustee has used the contributions to subscribe for units in the relevant constituent fund(s) (i.e. the date on which the fund price used for fund subscription is quoted) for the member (exclusive of the day of receipt of the Remittance Statement and the contributions by the trustee). If the document is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
9	From the day following the day of receipt of employer's completed Remittance Statement and cheque by the trustee's administration centre to the working day on which the trustee has used the contributions to subscribe for units in the relevant constituent fund(s) (i.e. the date on which the fund price used for fund subscription is quoted) for the member (exclusive of the day of receipt of the Remittance Statement and cheque by the trustee). If the document is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
10	From the day following the day of receipt of member's duly completed election form by the new trustee's administration centre to the working day on which the new trustee has served a copy of the election form on the original trustee (exclusive of the day of receipt of the form by the new trustee). If the form is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
11	From the day following the day on which the original trustee receives a copy of the duly completed election form and all required supporting documents from the new trustee to the working day on which the original trustee has redeemed the fund units in the member's account (exclusive of the day of receipt of the copy of the form and the supporting documents by the original trustee).
12	From the day following the day on which the original trustee has redeemed the fund units in the member's account to the working day on which the original trustee has transferred the accrued benefits out to the new trustee (exclusive of the day of redemption of fund units by the trustee).
13	From the day following the day on which the new trustee receives the accrued benefits from the original trustee to the working day on which the new trustee has used the transferred-in benefits to subscribe for units in the relevant constituent fund(s) (i.e. the date on which the fund price used for fund subscription is quoted) for the member (exclusive of the day of receipt of the accrued benefits by the new trustee).
14	From the day following the day of receipt of claimant's duly completed claim form and all required supporting documents by the trustee's administration centre to the working day on which the trustee has redeemed the fund units in the member's account (exclusive of the day of receipt of the form and the required supporting documents by the trustee). To facilitate members' comparison, the processing time provided in this field assumes that the claim for payment is made on the ground of attaining the retirement age of 65, early retirement, total incapacity, terminal illness, death, or small balance. The trustee may need more time to process claims under other circumstances. If the form is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
15	From the day following the day on which the trustee has redeemed the fund units in the member's account to the working day on which the trustee has paid the accrued benefits to the claimant (exclusive of the day of redemption of fund units by the trustee).
16	From the day following the day of receipt of claimant's duly completed claim form and all required supporting documents by the trustee's administration centre to the working day on which the trustee has redeemed the fund units in the member's account (exclusive of the day of receipt of the form and the required supporting documents by the trustee), unless otherwise agreed between the trustee and the claimant. If the form is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
17	From the day following the day of receipt of applicant's duly completed form and all required supporting documents (before the cut-off time on that day) through the designated means by the trustee's administration centre to the working day on which the trustee has completed the member's account setup (exclusive of the day of receipt of the applicant's duly completed form and the supporting documents by the trustee). However, the relevant information may not be updated simultaneously to the trustee's website, mobile apps and IVRS. You may contact the trustee for details. If the instruction is received by the trustee after the cut-off time on a working day or at any time on a non-working day, it will be deemed to have been received on the next working day.
18	From the day following the day of receipt of applicant's duly completed form and all required supporting documents by the trustee's administration centre to the working day on which the trustee has completed the member's account setup (exclusive of the day of receipt of the applicant's duly completed form and the supporting documents by the trustee). However, the relevant information may not be updated simultaneously to the trustee's website, mobile apps and IVRS. You may contact the trustee for details. If the form is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
19	From the day following the day of receipt of the member's tax deductible voluntary contributions through the designated payment channel by the trustee's administration centre to the working day on which the trustee has used the contributions to subscribe for units in the relevant constituent fund(s) (i.e. the date on which the fund price used for fund subscription is quoted) for the member (exclusive of the day of receipt of the member's contributions by the trustee).
20	Online dashboard presents a set of key members' account information on the MPF landing page (i.e. first web page after logging into the members' MPF accounts in trustees'/sponsors' websites/mobile apps) according to the standardized format set out in MPFA's circular letter issued on 9 August 2019.