Points-to-note for Personal Account Enquiries Submitted by Principal Intermediaries (PIs)

Authorization Form - Form PA-AP(PI) (Form)

- Form (Form PA-AP(PI)) is devised for a scheme member to authorize an PI to make enquiry about his/her personal accounts (PA).
- For any alteration of information under the section "Particulars of the Scheme Member" on the Form, full signature of the scheme member must be present. For any alteration of information under the section "Particulars of the Authorized Person (Principal Intermediary)", full signature of the scheme member and the authorized signatory on the Summary Sheet, together with the company chop of authorized person, must be present. All signatures signed by the scheme member and authorized person must be identical.
- The Form can be downloaded from the MPFA's website - www.mpfa.org.hk (Homepage > Useful Tools > Forms > MPF Schemes > For Intermediary > Form PA-AP(PI)).

Making PA Enquiries to the MPFA

- PI should collect the completed Forms from its subsidiary intermediaries and conduct checking of the information on the Forms.
- PI may submit the PA enquiries via the following means:
  - Submit PA enquiry data via the eService:
    - PI will be assigned with a new set of login IDs for submission of PA enquiry data via the eService.
    - PI is required to submit the completed Forms, Summary Sheet (which can be generated via the eService) and supporting documents to the MPFA's Kwun Tong office in person or by post after submission of PA enquiry data via the eService:

      Address: MPFA (Member Protection and Services Division), Level 12, Tower 1, The Millennity, 98 How Ming Street, Kwun Tong, Hong Kong.

      Office Hours: 8:45 am to 1:00 pm and 2:00 pm to 5:45 pm (Monday to Friday).
    - Please contact Member Protection and Services Division of the MPFA for details (email address: pachecking@mpfa.org.hk).
  - Submit the completed Forms, Summary Sheet (which can be downloaded from the MPFA's website) and supporting documents to the MPFA's Kwun Tong office in person or by post:

    Address: MPFA (Member Protection and Services Division), Level 12, Tower 1, The Millennity, 98 How Ming Street, Kwun Tong, Hong Kong.

    Office Hours: 8:45 am to 1:00 pm and 2:00 pm to 5:45 pm (Monday to Friday).
    - The whole batch of enquiries **will not be accepted** if the Summary Sheet is missing or incomplete.
    - Please group all cases from the same subject officer (i.e. subsidiary intermediary) together when arranging the order of cases in a batch.
    - The MPFA will not accept underpaid mail which will be returned to the sender or disposed of by the Hongkong Post.

Collection of "Personal Account Reports" (Reports)

- For submission of PA enquiry data via the eService:
  - The MPFA will send the Reports to the PI via the eService or TrusNET after completion of the verification and processing.
  - A "notification email" will be sent to the PI's registered business email address. PI may

login the eService or access TrusNET to download the Reports and Summary Sheet.

- The rejected Form(s) (if any) must be collected at the MPFA's Kwun Tong office.
- For PIs who have given prior notification to the MPFA authorizing a specified courier service company to collect the rejected Form(s), the courier should present a print-out of the email in person to collect the rejected Form(s).
- For PIs who choose to authorize a representative (staff) to collect the rejected Form(s), they should complete the "Collection of Personal Account Report and/or Personal Account Information Enquiry Authorization Form (Principal Intermediary) [Form PA-AP(PI)] (Form) Authorization Form" (Collection Authorization Form) attached to the notification email. The authorized representative (staff) should present the original authorization form in person to collect the rejected Form(s) (no need to present the notification email).
- The MPFA staff will verify the identity of the courier/authorized representative (staff) and request the courier/authorized representative (staff) to sign on the print-out of the notification email/Collection Authorization Form to acknowledge receipt of the rejected Form(s). The signed documents will be retained by the MPFA.

- For submission of the Forms, Summary Sheet and supporting documents to the MPFA's Kwun Tong office in person or by post:
  - When the Reports are ready for collection, the MPFA will send a "notification email" to the contact person(s) of the PI listed on the Summary Sheet.
  - Reports must be collected in person at the MPFA's Kwun Tong office.
  - For PIs which have given prior notification to the MPFA authorizing a specified courier service company to collect the Reports, the courier should present a print-out of the email in person to collect the Reports.
  - For PIs which choose to authorize a representative (staff) to collect the Reports, they should complete the "Collection of Personal Account Report and/or Personal Account Information Enquiry Authorization Form (Principal Intermediary) [Form PA-AP(PI)] (Form) Authorization Form" (Collection Authorization Form) attached to the notification email. The authorized representative (staff) should present the original authorization form in person to collect the Reports (no need to present the notification email).
  - The MPFA staff will verify the identity of the courier/authorized representative (staff) and request the courier/authorized representative (staff) to sign on the print-out of the notification email/Collection Authorization Form to acknowledge receipt of the Reports. The signed documents will be retained by the MPFA.
  - The copy of Summary Sheet and the rejected Form(s), if any, will be returned along with the Reports to the PI.

Rejected Enquiries

- The Form together with the supporting documents e.g. HKID copy of a scheme member will be returned under normal circumstances.
- The MPFA will mark on the Summary Sheet if an enquiry is rejected. A slip detailing the reason(s) for rejection will also be stapled to the Form of the rejected enquiry.

Mandatory Provident Fund Schemes Authority

24 April 2023

由主事中介人提交個人帳戶查詢
注意事項

授權書－表格 PA-AP(PI)（表格）

- 表格（表格 PA-AP(PI)）是供計劃成員授權主事中介人代其查詢個人帳戶資料之用。
- 表格上"計劃成員資料"部分的資料如有刪改，計劃成員必須在旁簽署作實。此外，"獲授權人（主事中介人）資料"部分的資料如有刪改，計劃成員及於附於表格上的綜合紀錄表所列明的授權簽署人均須在旁簽署及蓋上獲授權人印章作實。計劃成員及授權簽署人的所有簽署必須相同一致。表格可於積金局網站（www.mpfa.org.hk）下載（主頁 > 實用工具 > 表格 > 強積金計劃 > 中介人專用 > 表格 PA-AP(PI)）。

向積金局提出個人帳戶查詢

- 主事中介人向附屬中介人收集已填妥的表格後，須核對表格上的資料。
- 主事中介人可透過下列方法提交個人帳戶查詢：
  - 使用「電子服務」提交個人帳戶查詢的資料：
    - ◆ 主事中介人會獲發一套新的登入編號，以使用「電子服務」提交個人帳戶查詢的資料。
    - ◆ 主事中介人使用「電子服務」提交個人帳戶查詢的資料後，須把已填妥的表格、綜合紀錄表（可使用「電子服務」編製）及證明文件親身遞交或郵寄至積金局的觀塘辦事處：

      地址：香港觀塘巧明街 98 號 The Millennity 1 座 12 樓
      積金局（成員保障及服務部）

      辦公時間：上午 8:45 至下午 1:00 及下午 2:00 至下午 5:45（星期一至五）
    - ◆ 詳情請聯絡積金局成員保障及服務部（電郵地址：pachecking@mpfa.org.hk）。
  - 把已填妥的表格、綜合紀錄表（可於積金局網站下載）及證明文件親身遞交或郵寄至積金局的觀塘辦事處：

    地址：香港觀塘巧明街 98 號 The Millennity 1 座 12 樓
    積金局（成員保障及服務部）

    辦公時間：上午 8:45 至下午 1:00 及下午 2:00 至下午 5:45（星期一至五）
    - ◆ 如沒有提交綜合紀錄表或綜合紀錄表上的資料不完整，整批表格將**不獲受理**。
    - ◆ 主事中介人為同一批表格排列次序時，請把由同一負責人（即附屬中介人）遞交的表格歸納在一起。
    - ◆ 積金局不會接收郵資不足的郵件，有關郵件將由香港郵政退回寄件人或予以銷毀。

領取「個人帳戶報表」（報表）

- 使用「電子服務」提交個人帳戶查詢的資料：
  - ◆ 積金局將會在完成個人帳戶查詢的資料核實及處理程序後，透過「電子服務」或安全網絡平台（TrusNET）向主事中介人發出報表；

- ◆ 積金局會發出「通知電郵」至已登記的主事中介人電郵地址。主事中介人可登入「電子服務」或進入安全網絡平台，下載有關報表及綜合紀錄表。
- ◆ 不獲處理的表格（如有）必須於積金局觀塘辦事處領取。
- ◆ 如主事中介人已事先通知積金局，表示會授權指定速遞服務公司領取不獲處理的表格，速遞服務公司職員在領取不獲處理的表格時，必須出示通知電郵的列印本。
- ◆ 如主事中介人選擇授權一名代表（職員）領取不獲處理的表格，必須填妥隨通知電郵夾附的「領取個人帳戶報表及/或查閱個人帳戶資料授權書（主事中介人）[表格 PA-AP(PI)] (表格)授權書」（領取授權書）。獲授權代表（職員）領取不獲處理的表格時須出示領取授權書正本（無須出示通知電郵）。
- ◆ 積金局會核對速遞服務公司職員／獲授權代表（職員）的身份，並會要求速遞服務公司職員／獲授權代表（職員）在通知電郵／領取授權書上簽收不獲處理的表格。積金局將保存已簽署的文件。

- 把表格、綜合紀錄表及證明文件親身遞交或郵寄至積金局的觀塘辦事處：
  - ◆ 積金局備妥報表後，會向綜合紀錄表上所列主事中介人的聯絡人發出「通知電郵」。
  - ◆ 報表必須於積金局觀塘辦事處親身領取。
  - ◆ 主事中介人如已事先通知積金局，表示會授權指定速遞服務公司領取報表，速遞服務公司職員在領取報表時必須出示通知電郵的列印本。
  - ◆ 如主事中介人選擇授權一名代表（職員）領取報表，必須填妥隨通知電郵夾附的「領取個人帳戶報表及/或查閱個人帳戶資料授權書(主事中介人)[表格 PA-AP(PI)](表格)授權書」（領取授權書）。獲授權代表（職員）領取報表時須出示領取授權書正本（無須出示通知電郵）。
  - ◆ 積金局會核對速遞服務公司職員／獲授權代表（職員）的身分，並會要求速遞服務公司職員／獲授權代表（職員）在通知電郵／領取授權書上簽收報表。積金局將保存已簽署的文件。
  - ◆ 綜合紀錄表的副本及不獲處理的表格（如有）會連同報表一併退還主事中介人。

不獲處理的查詢

- 在一般情況下，不獲處理的表格會連同證明文件（例如計劃成員的香港身分證副本）一併退回。
- 積金局會於綜合紀錄表上註明個別不獲處理的查詢，並會於個別表格夾附便條，說明查詢不獲處理的原因。

強制性公積金計劃管理局
2023 年 4 月 24 日