

Existing and planned measures on the promotion of racial equality

Mandatory Provident Fund Schemes Authority

Mandatory Provident Fund Schemes Authority (MPFA) protects the interests of Mandatory Provident Fund (MPF) scheme members and disseminate information of the MPF System to all members of the public alike, including those of diverse races.

Measures taken by MPFA to promote racial equality and ensure equal access to its services by all members of the public regardless of their ethnic background are set out below -

A. Publicity, Public Education and Stakeholder Engagement

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| Services Concerned | <ul style="list-style-type: none">• MPFA through various publicity, education and engagement programmes provides information on the MPF System to the general public. |
| Existing Measures | <ul style="list-style-type: none">• Information about MPFA and the MPF System is available on the MPFA website in both Chinese and English.• Educational and publicity leaflets/booklets and other publications such as reports and forms are published in Chinese and/or English.• Two leaflets, namely “What employees should know about MPF” and “Default Investment Strategy (DIS)” in Urdu and Nepali have been produced and distributed to around 30 relevant non-governmental organizations (NGOs) for sharing with scheme members of diverse races to whom they provide social welfare services.• Invitations have been extended to the relevant NGOs for arranging MPF talks by MPFA representatives for their members of diverse races. |
| Additional Measures to be Taken | <ul style="list-style-type: none">• MPFA will:<ul style="list-style-type: none">- produce brochures in different languages where appropriate for providing scheme members of diverse races the key points to note on MPF rights and account management; |

- continue to liaise with relevant NGOs to strengthen collaboration with a view to providing support to MPF scheme members of diverse races through appropriate activities;
- explore sponsorship programmes with relevant NGOs for disseminating MPF messages to scheme members of diverse races; and
- explore collaboration with various stakeholders on providing MPF knowledge to members of their community via their network.

B. Enquiries and Complaints Handling

Services Concerned	<ul style="list-style-type: none"> • MPFA receives and handles enquiries and complaints on MPF-related matters from members of the public.
Existing Measures	<ul style="list-style-type: none"> • Members of the public may make enquiries or lodge complaints with MPFA in Chinese or English. • In case there are communication problems due to language barrier, interpretation services would be arranged.
Additional Measures to be Taken	<ul style="list-style-type: none"> • Training will be arranged for staff to enhance their awareness of, and sensitivity towards, racial equality issues.

Assessment of Future Work

MPFA will assess its services from time to time for improvement, taking into consideration feedback from the public and suggestion by MPFA staff.

Enquiries

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Ms Alice Tang, Senior Manager of Corporate Affairs, via the following channels

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