

<b>To: MPFA - Member Protection and Services Division</b> <b>Fax: 2259 8806</b>	<b>Form for Complaint Against ORSO Administrator</b>	
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<b>Complainant's Particulars*</b>	
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Name in Chinese	(先生/太太/小姐/女士)
Name in English	(Mr / Mrs / Miss / Ms)
HKID Card No.	
Means of Contact	Postal / Email Address
	Daytime Telephone No.
Name of Employer / Company	(Please specify if filing a complaint on behalf of employer / a company)

<b>Details of ORSO Administrator</b>	
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Name of ORSO Administrator			
Scheme Name			
Scheme No.		Member's Account No.	

<b>Details of Complaint</b>	
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Complaint Nature	<input type="checkbox"/> Scheme Administration <input type="checkbox"/> Customer Service <input type="checkbox"/> Products <input type="checkbox"/> Others, please specify:
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Complaint Summary	
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Signature		Date	
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Remarks:	<p>1.* It is mandatory for complainant to provide the personal data as required in this section. Please provide Chinese / English name as shown on HKID Card. Complainant may provide the passport no. and his/her name as shown on it if he/she does not possess a HKID Card. Complainant is not required to provide HKID Card no. if the affected person is a company / organization. For identity verification, complainant may produce the original of the identification document (e.g. HKID Card or valid passport) in person and, if he/she chooses not to do so, a copy of the identification document should be provided to MPFA. If complainant is unable to provide the required personal data and produce the original of the identification document in person (or a copy of it), MPFA will not discuss with or disclose to him/her the case progress, may be unable to fully follow up the complaint and the conduct or outcome of any follow-up actions may be affected.</p> <p>2. For complaints lodged by an authorized person, an authorization form completed by the affected person or the affected company / organization is required.</p> <p>3. Upon receiving this form, MPFA will contact complainant to confirm details of the case who may also be required to provide further information to facilitate the follow-up actions of MPFA.</p> <p>4. The complaint form may be posted / emailed to the MPFA at Level 12, Tower 1, The Millennium, 98 How Ming Street, Kwun Tong, Hong Kong / mpfa@mpfa.org.hk. Complainant may also call MPFA hotline on 29180102 to lodge a complaint.</p> <p>5. The MPFA will not accept underpaid mail which will be returned to the sender or disposed of by the Hongkong Post. Please affix sufficient postage.</p>
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# MANDATORY PROVIDENT FUND SCHEMES AUTHORITY

## Information to Note for Complainants

### A. Personal Information Collection Statement for Complaints

This Personal Information Collection Statement for Complaints (PICS) is made by the Mandatory Provident Fund Schemes Authority (MPFA) in accordance with the Personal Data (Privacy) Ordinance (PDPO). You are advised to read this PICS regarding your rights and obligations in relation to providing your personal data (as defined in the PDPO) and the manner in which the MPFA may use or deal with such data for the purposes specified below.

#### Use of personal data

Personal data provided in making a complaint to the MPFA are for the purposes of investigating your complaint, supervising and monitoring compliance of the Mandatory Provident Fund Schemes Ordinance, taking enforcement and disciplinary actions, and exercising the MPFA's and the frontline/industry regulators' statutory functions.

#### Disclosure or transfer of personal data to third parties

Your personal data will be used, disclosed or transferred to third parties for purposes related to the complaint, or in accordance with an order of a court, a law or a requirement made under a law, or pursuant to any regulatory or investigatory assistance arrangements between the MPFA and other regulators or law enforcement agents, or where permitted by law. The classes of persons and parties to whom your personal data may be transferred may include:

<b>Complainees</b>	<b>Personal Data May be Transferred To</b>
Employer (MPF)	Your employer, the MPF trustee and service provider concerned, eMPF Platform Company Limited, the system operator <sup>1</sup> of an electronic MPF system and government departments such as the Labour Department.
Employer (ORSO)	Your employer, the ORSO administrator concerned and government departments such as the Labour Department.
MPF trustee	The MPF trustee and service provider concerned, eMPF Platform Company Limited, and the system operator of an electronic MPF system.
The system operator of an electronic MPF system	The system operator of an electronic MPF system, the MPF trustee and service provider concerned.
ORSO administrator	Your employer and the ORSO administrator concerned.
MPF intermediary	The MPF principal and subsidiary intermediaries concerned, the MPF trustee and service provider concerned, eMPF Platform Company Limited, the system operator of an electronic MPF system, the frontline/industry regulators concerned including the Insurance Authority, the Monetary Authority and the Securities and Futures Commission.
Person carrying on regulated activities without MPF Intermediary Registration or holding himself/herself/itself out as carrying on regulated activities without registration or taking or using certain titles	The person being complained against, his/her/its employer/principal/related companies, the MPF trustee and service provider concerned, the ORSO administrator concerned, eMPF Platform Company Limited, the system operator of an electronic MPF system, the industry regulators concerned (including the Insurance Authority, the Monetary Authority and the Securities and Futures Commission), and any of the professional bodies concerned (including the Law Society of Hong Kong, the Hong Kong Bar Association, and the Hong Kong Institute of Certified Public Accountants).

<sup>1</sup> For definition of the phrase, see section 19I(2) of the Mandatory Provident Fund Schemes Ordinance.

The personal data provided may also be disclosed or transferred to the company or organization(s) with which you have lodged a similar or related complaint, the Mandatory Provident Fund Schemes Appeal Board, relevant courts, panels, tribunals and committees, law enforcement agencies, government departments (such as the Police and the Department of Justice), or regulatory bodies who are authorized to receive information relating to law enforcement, prosecution or review of decisions.

### **Access to personal data**

You are entitled under the PDPO to ascertain whether the MPFA holds personal data relating to you, and to request access to or the correction of any personal data relating to you held by the MPFA, in the manner and subject to the limitations prescribed therein. All enquiries should be directed in writing to the Personal Data Privacy Officer of the Mandatory Provident Fund Schemes Authority at Level 12, Tower 1, The Millennium, 98 How Ming Street, Kwun Tong, Hong Kong.

## **B. Points to Note for Complainants**

### **Provision of requisite personal data to the MPFA**

It is obligatory for you to provide your personal data to the MPFA for the handling of your complaint. If you are unable to provide the requisite personal data or if the data provided is inaccurate or incomplete, the MPFA, the frontline/industry regulator concerned and the law enforcement agencies or government departments or regulatory bodies concerned may be unable to fully investigate your complaint and the conduct or outcome of the investigation and any enforcement or disciplinary action, prosecution or review may be affected.

### **Production or provision of proof of identity to the MPFA**

It is important for you to provide reliable source of identification document (e.g. HKID Card or valid passport) to the MPFA for the verification of your identity and the personal data supplied. You or your authorized person may attend the MPFA in person to produce the original of your identification document; if you choose not to do so, you or your authorized person should provide a copy of the identification document to the MPFA. If you or your authorized person are / is unable to produce or provide relevant documents, the MPFA will not discuss with or disclose to you / your authorized person the case's progress and the outcome of any follow-up actions, and such follow-up actions may also be affected.

Mandatory Provident Fund Schemes Authority  
December 2023