



強制性公積金計劃管理局
MANDATORY PROVIDENT FUND SCHEMES AUTHORITY

電話號碼 Tel No : 2918 0102

傳真號碼 Fax No :

電郵地址 Email :

本局檔號 Our Ref :

來函檔號 Your Ref :

By Email

18 July 2022

Circular Letter: SU/CCO/2022/001

To: All Registered Intermediaries

Dear Sirs,

Giving of Notices or Documents to Registered Intermediaries via eService

The Mandatory Provident Fund Schemes Authority (MPFA) encourages the MPF industry to adopt digitalization when providing their services and we are also committed to enhancing our digital capability. In 2013, the MPFA launched eService¹ and all registered intermediaries (RIs) are assigned an eService account upon successful registration. Over the years, we have expanded the functionalities of eService from just the submission of annual returns at the initial stage to currently allowing RIs to view their registration details, pay annual fees, submit notifications of changes of information and submit annual returns and quarterly returns on complaints, etc. In addition, RIs can view the “Notices of Approval of Attachment of Subsidiary Intermediaries (Individual)” on eService.

Further expansion of the list of notices or documents given via eService

To make greater use of the electronic channel to communicate with RIs,

¹ eService is an electronic system designated under section 6KA(1) and (2) of the Mandatory Provident Fund Schemes Ordinance (MPFSO).

the MPFA will further expand the list of notices or documents given via eService. With effect from **22 July 2022**, the following notices or documents will be given to RIs via eService:

- notices and letters given to RIs under sections 34ZN, 34ZO and 34ZP of the MPFSO for failure to pay annual fee and/or additional fee, failure to submit annual return, and non-compliance with the continuing professional development requirements (Notices); and
- circular letters.

Separate emails will be sent to alert relevant RIs when the notices or circular letters have been sent to their eService inbox and they can view these notices or documents by logging into their eService accounts. It is therefore imperative that RIs should provide valid email address to the MPFA. Otherwise, the email alert would not be delivered to the RIs to ask them to view the notices or documents on eService.

For any changes of particulars including email address, RIs can access eForm INT-6 (Notification of Change of Information by a Principal Intermediary) and eForm INT-7 (Notification of Change of Information by a Subsidiary Intermediary) on eService for notifying the MPFA. The hard copy Form INT-6 and Form INT-7 can be downloaded from the MPFA's website at www.mpfa.org.hk. According to sections 34ZE and 34ZI of the MPFSO, the principal intermediaries (PIs) and subsidiary intermediaries (SIs) must notify the MPFA of changes of particulars within 7 working days.

Transitional arrangement

In order to provide more time for the RIs to adapt to using eService for viewing the Notices, the MPFA will concurrently deliver the notices to the RIs by post and via eService for a transitional period until 31 October 2022, thereafter the MPFA will not be giving the Notices in hard copy².

Classification of notices or documents in eService Inbox

To facilitate the RIs to view the notices or documents in eService in an effective manner, four folders are created in eService inbox for classification of different types of notices or documents. Please refer to the Annex for details.

² For the avoidance of doubt, the MPFA will not be giving the notices in hard copy after 31 October 2022 if the PI has either a responsible officer or a compliance officer to access the eService inbox. However, the MPFA will deliver the notices to a PI by post where the PI does not have both a responsible officer and a compliance officer for an interim period.

Temporary Suspension of eService

To arrange for the launch of the above enhancements, eService will be temporarily suspended **from 6:00pm to 8:30pm on 21 July 2022**, and the enhancements will be launched upon resumption of normal service.

If you have any questions about the contents of this circular letter, please contact our hotline on 2918 0102. You may also refer to the [User Manual for eService](#) for a comprehensive guide of eService.

Yours faithfully,



Katharine Fan
Senior Manager
Intermediaries Section
Supervision Division

Encl.

- c.c. Ms Candy Tam, Senior Manager, Banking Conduct Department, Hong Kong Monetary Authority
Ms Emma Tong, Senior Manager, Licensing, Intermediaries, Securities and Futures Commission
Ms Shirley To, Senior Manager, Market Conduct Division, Insurance Authority

Classification of notices or documents in eService inbox

Categories	Contents	Recipients
Important notices	Notices for contravention of the requirements under sections 34ZN, 34ZO and 34ZP of the MPFSO	RIs
Application results and notices	(i) Notices of approval of attachment of subsidiary intermediaries (Individual)	RIs
	(ii) List of subsidiary intermediaries in respect of whom consent of attachment has been revoked	PIs
	(iii) Confirmation of revocation of approval of attachment	SIs
	(iv) Notice on relevant changes reported through eForm INT-6 and Form INT-6	PIs
	(v) Notice on relevant changes reported through eForm INT-7 and Form INT-7	SIs
Circular letters	Circular letters	RIs
Others	Documents that are not classified into above categories	RIs