

## What you can find on the Trustee Service Comparative Platform

The Platform covers information on various MPF schemes in the following three areas:



### Fund Choices

The information available for comparison includes the types and number of constituent funds offered in each MPF scheme.

### Account Administration

The following information is available for comparison:

- ▶ Method and processing time required to change the investment allocation of your existing account balance
- ▶ Method and processing time required to change your investment mandate of future contributions
- ▶ Electronic contribution tools and means of contribution data submission
- ▶ Processing time required to handle MPF contributions
- ▶ Processing time required to transfer MPF benefits
- ▶ Processing time required to withdraw MPF benefits

### Customer Services

The following information is available for comparison:

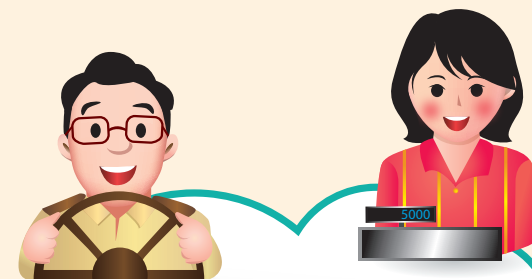
- ▶ Distribution method and frequency of free Member Benefit Statements
- ▶ Distribution method and frequency of free Fund Fact Sheets
- ▶ Enquiry and contact channels (including customer service centre, member hotline, Interactive Voice Response System (IVRS), fax number, website address and other channels)
- ▶ Services available on the company website
- ▶ Services available on the IVRS
- ▶ Other services (including any provision of seminars for members, regular newsletter, e-alert service, apps, and special voluntary contributions service)

## Key points to note



- The information provided in this platform is for general reference only, to facilitate comparisons of services across different MPF schemes. The information contained in this platform should not be treated as a substitute for the source information from the trustee or sponsor of the relevant scheme. The information provided is based on data provided by the approved trustee of each scheme. The MPFA does not warrant or guarantee the accuracy of the information and shall not be held liable for any errors or omissions in or any reliance upon any of the information.
- The processing time required by the trustee of each scheme set out in this platform is to be achieved under normal circumstances only. It is subject to the trustee's receipt of valid forms/information and relevant payments (if any). There may, however, be occasions when a trustee cannot meet the target because of circumstances that are unanticipated and beyond its control.

# Trustee Service Comparative Platform



**What are the differences of services provided by different MPF schemes?**



MANDATORY PROVIDENT FUND  
SCHEMES AUTHORITY

**Hotline : 2918 0102**  
**Fax : 2259 8806**  
**Website : [www.mpfa.org.hk](http://www.mpfa.org.hk)**

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MANDATORY PROVIDENT FUND  
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The MPFA's Trustee Service Comparative Platform ([tscplatform.mpfa.org.hk/scp/eng](http://tscplatform.mpfa.org.hk/scp/eng)) which sets out the services of the various MPF schemes offered by trustees, aims to facilitate you to make an informed decision when choosing a suitable MPF scheme. The Platform covers three areas of information: Fund Choices, Account Administration and Customer Services.



## How to choose a trustee and scheme

When choosing an MPF scheme, you should take into consideration the following factors:

- ▶ Range and quality of services of trustees and their service providers;
- ▶ Fund choices; and
- ▶ Fees and charges (For information about MPF fund fees and charges, please refer to the MPFA's MPF Fund Platform [[mpf.mpfa.org.hk/eng](http://mpf.mpfa.org.hk/eng)]).

MPFA website



Mobile app



While some people may try to choose an MPF scheme by looking at the fund performance of the scheme, you are reminded that past performance is not a guide to the future performance of an MPF fund.

## How to use the Trustee Service Comparative Platform

### Step One

Go to the Trustee Service Comparative Platform ([tscplatform.mpfa.org.hk/scp/eng](http://tscplatform.mpfa.org.hk/scp/eng)), read the key points to note, and click on the "Continue" button to enter the Platform.

### Step Two

Choose the MPF schemes and services that you want to compare in the Platform as follows:

#### Select Trustee and Scheme

##### Select All Schemes for Comparison

Tick the boxes beside "All Trustees" and "All Schemes". All MPF schemes will then be shown in the box "Schemes selected".

##### Select Some Schemes for Comparison

###### Method 1: Select from the list of schemes

Tick the box beside "All Trustees". All MPF schemes will be shown in the box "Please select the schemes that you want to compare". Click on the schemes that you want to compare. The chosen schemes will be shown in the box "Schemes selected".

###### Method 2: First select the trustee(s) and then the scheme(s)

When you select one or more trustees from the list, the MPF schemes offered by the selected trustee(s) will be shown in the box "Please select the schemes that you want to compare". Click on the schemes that you want to compare and they will be shown in the box "Schemes selected".

###### Method 3: Enter the keywords of the name of scheme(s) directly

Input a keyword or phrase in the space provided. A list of schemes that match the word(s) you have entered will be shown in the box "Please select the schemes that you want to compare". Click on the schemes that you want to compare. The chosen schemes will be shown in the box "Schemes selected".

(Note: If you have selected MPF schemes by the above methods and you want to add schemes of other trustee(s), the selection results in the box "Schemes selected" will be reset and you have to repeat the whole selection process.)

#### Select Type of Services

In the default setting, the Platform selects all types of services available for comparison.

If you want to select specific services for comparison, un-tick the box beside "All Services". All services available for comparison will be shown in the box "Please select the services that you want to compare". Click on the services that you want to compare. The chosen services will be shown in the box "Services selected".

#### Compare

After selecting the MPF schemes and types of services that you want to compare, click on the "Compare" button and all the relevant information will be shown in table format.