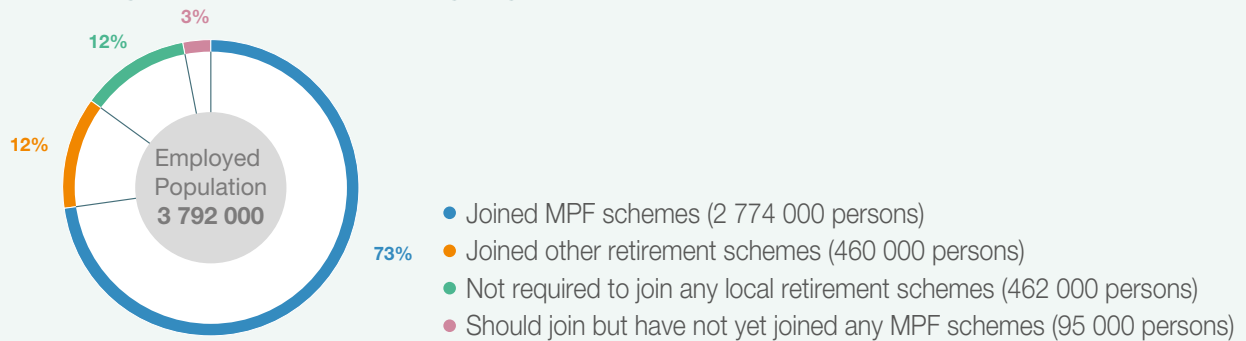


Part A – MPF Scheme Members

1. Employed Population (by Type of Retirement Schemes) (as at 31.3.2017)



Figures or percentages may not sum up to the total or 100% due to rounding.

2. The MPF Universe (as at 31.3.2017)

(a) Number of Employers under the MPF System

Main businesses ¹	361 000
<i>add</i>	
– Owners' corporations with employee(s) that are not covered in the Central Register of Establishments ("CRE") ²	5 000
– Employers engaged in other industries that are not covered in the CRE	7 000
<i>less</i>	
– Businesses with no employees ³	96 000
Employers under the MPF System	278 000

Figures may not sum up to the total due to rounding.

The figures were estimated on the basis of:

- 1 Statistics obtained from the CRE and the Survey of Employment and Vacancies by the Census and Statistics Department.
- 2 Figures provided by the Land Registry.
- 3 Statistics obtained from the Survey of Employment and Vacancies by the Census and Statistics Department.

Part A – MPF Scheme Members

(b) Number of Relevant Employees under the MPF System

Employees aged 18 to 64 are required to join an MPF scheme, with the exception of certain exempt persons. The table below shows the process of estimating the number of relevant employees under the MPF System:

Employees in Hong Kong (excluding those aged below 18 or above 65) ¹	3 417 000
<i>less</i>	
– Civil servants who are covered by the Civil Service Pension Schemes ²	95 000
– Teachers who are covered by the Grant Schools or Subsidized Schools Provident Fund ³	37 000
– Employees who choose to remain as members of MPF exempted ORSO registered schemes ⁴	328 000
– Domestic employees ¹	331 000
– Expatriates who do not have the right of abode in Hong Kong and are covered by overseas retirement schemes or who work in Hong Kong for not more than 13 months ⁵	36 000
– Employees who are employed for less than 60 days, excluding employees participating in construction and catering industries ⁶	17 000
Relevant Employees under the MPF System	2 572 000

Figures may not sum up to the total due to rounding.

The figures were estimated on the basis of:

- 1 Statistics obtained from the General Household Survey by the Census and Statistics Department.
- 2 Figures published by the Civil Service Bureau.
- 3 Figures published by the Education Bureau.
- 4 Figures reported by employers of MPF exempted ORSO registered schemes.
- 5 Figures published by the Immigration Department.
- 6 Figures obtained from a special topic enquiry conducted via the General Household Survey in Q2 2009 by the Census and Statistics Department.

(c) Number of Self-employed Persons (“SEPs”) under the MPF System

SEPs aged 18 to 64 are required to join an MPF scheme, with the exception of certain exempt persons. The table below shows the process of estimating the number of SEPs under the MPF System:

SEPs in Hong Kong (excluding those aged below 18 or above 65) ¹	298 000
<i>less</i>	
– SEPs who are licensed hawkers (excluding licensed hawkers aged below 18 or above 65) ²	1 000
SEPs under the MPF System	297 000

Figures may not sum up to the total due to rounding.

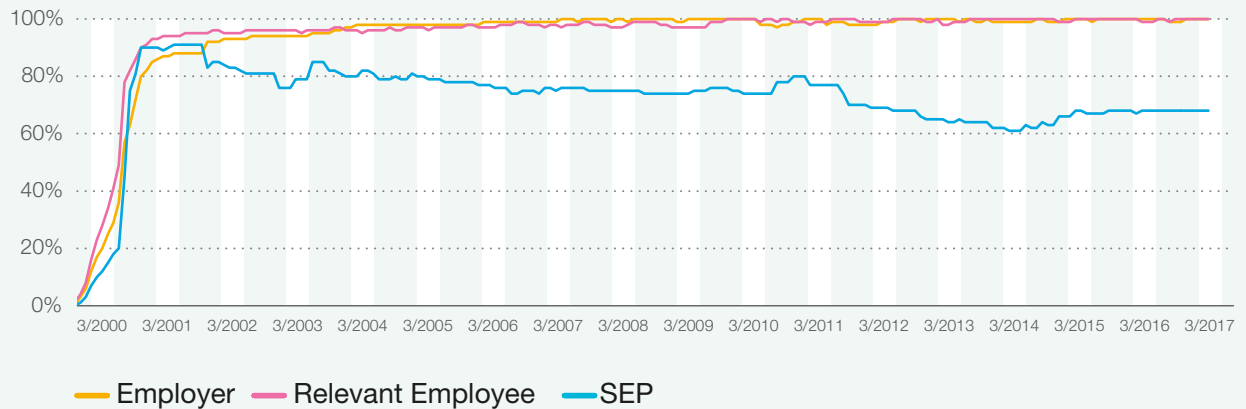
The figures were estimated on the basis of:

- 1 Statistics obtained from the General Household Survey by the Census and Statistics Department. SEPs under the MPF System include both “self-employed persons” and “employers” as defined in the *Quarterly Report on General Household Survey*.
- 2 Statistics obtained from the General Household Survey by the Census and Statistics Department.

Part A – MPF Scheme Members

3. Enrolment in MPF Schemes

Enrolment Rate



Estimated figures.

4. Number of Participating Members, Enrolment Rates and Number of Accounts

As at	Employer		Relevant Employee		SEP		Contribution Accounts ²	Personal Accounts ³
	Participating Employers ¹	Enrolment Rate	Participating Members ¹	Enrolment Rate	Participating Members ¹	Enrolment Rate		
31.03.2016	276 000	100%	2 552 000	99%	205 000	68%	3 786 000	5 191 000
30.06.2016	276 000	100%	2 569 000	100%	204 000	68%	3 821 000	5 237 000
30.09.2016	275 000	99%	2 577 000	100%	203 000	68%	3 843 000	5 296 000
31.12.2016	277 000	100%	2 584 000	100%	202 000	68%	3 866 000	5 362 000
31.03.2017	278 000	100%	2 572 000	100%	202 000	68%	3 880 000	5 394 000

Estimated figures.

- 1 As the MPF System is an employment-based system, some employers and members may be participating in more than one scheme. Adjustments have been made for employers and members who are participating in more than one scheme in the same capacity.
- 2 A Contribution Account is primarily used to receive and hold mandatory contributions and voluntary contributions (if any) paid in respect of a scheme member's current employment or current self-employment for investment.
- 3 A Personal Account is primarily used to receive and hold MPF benefits in respect of a scheme member's former employment or former self-employment which are transferred from a Contribution Account, and also the part of MPF benefits derived from employee mandatory contributions during current employment which are transferred from a Contribution Account by an employee scheme member.

Part A – MPF Scheme Members

5. Contributions Received and Benefits Paid – MPF Schemes

(1.4.2016-31.3.2017)

(HK\$ million)

Quarter	Contributions Received				Benefits Paid			
	Mandatory	Voluntary	Special Voluntary ¹	Total	Mandatory	Voluntary	Special Voluntary ¹	Total
Q2 2016	13,257	2,368	1,888	17,513	3,002	911	1,766	5,679
Q3 2016	13,349	2,383	2,060	17,792	3,475	1,203	1,917	6,595
Q4 2016	13,508	2,423	889	16,820	3,306	1,217	931	5,454
Q1 2017	14,483	2,595	634	17,712	3,826	1,360	605	5,791
Total	54,598	9,769	5,471	69,838	13,608	4,692	5,220	23 519

Figures may not sum up to the total due to rounding.

- 1 Special Voluntary Contributions refer to voluntary contributions paid directly by a relevant employee to the trustee. Unlike general voluntary contributions, these contributions are non-employment related, i.e. contributions do not go through the employer, and withdrawal of MPF benefits is neither tied to employment nor subject to preservation requirements.

6. Amount of MPF Benefits Paid (by Grounds of Withdrawal)

(1.4.2016-31.3.2017)

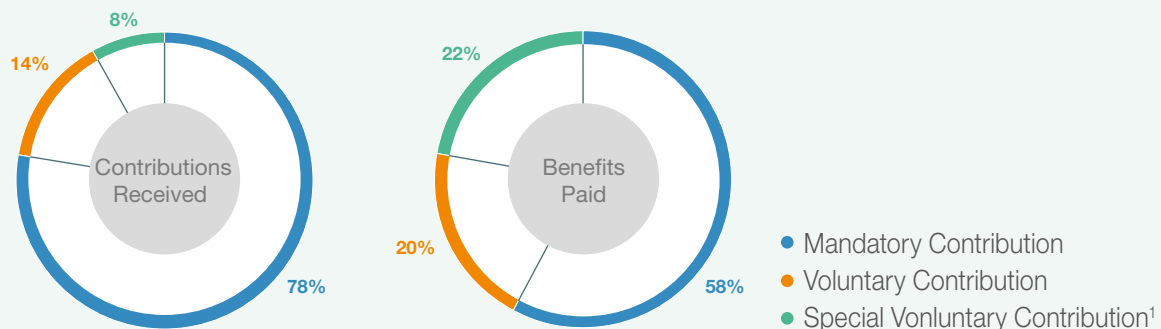
(HK\$ million)

Quarter	Retirement	Early Retirement	Permanent Departure from Hong Kong	Total Incapacity	Terminal Illness	Small Balance Account	Death	Offsetting Severance Payment	Offsetting Long Service Payment
Q2 2016	1,036	451	806	36	22	#	124	569	442
Q3 2016	1,350	514	1,029	47	26	#	137	575	512
Q4 2016	1,433	513	912	46	23	#	142	452	444
Q1 2017	1,688	652	933	42	19	#	165	551	519
Total	5,508	2,130	3,680	171	90	1	567	2,148	1,917

Less than \$0.5 million.

Figures may not sum up to the total due to rounding.

7. Percentage Share of MPF Contributions Received and MPF Benefits Paid (by Contribution Type) (1.4.2016-31.3.2017)



Percentages may not sum up to 100% due to rounding.

- 1 Special Voluntary Contributions refer to voluntary contributions paid directly by a relevant employee to the trustee. Unlike general voluntary contributions, these contributions are non-employment related, i.e. contributions do not go through the employer, and withdrawal of MPF benefits is neither tied to employment nor subject to preservation requirements.

Part B – MPF Intermediaries

1. Number of Registered MPF Intermediaries (as at 31.3.2017)

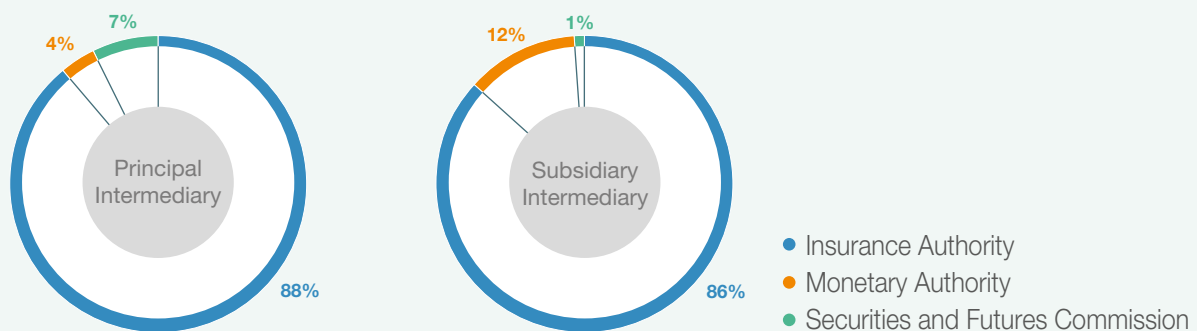
	Principal Intermediary ¹	Subsidiary Intermediary ²	Total
Registered MPF Intermediaries	408	31 871	32 279
By Frontline Regulator ³			30 748
Insurance Authority	361	26 236	26 597
Monetary Authority	18	3 722	3 740
Securities and Futures Commission	29	382	411

1 A principal intermediary is a business entity registered by MPFA as an intermediary for selling, marketing or giving advice on MPF schemes.

2 A subsidiary intermediary is a person registered by MPFA as an intermediary for selling, marketing or giving advice on MPF schemes on behalf of the principal intermediary to which the person is attached.

3 A subsidiary intermediary may be attached to more than one principal intermediary or none (normally, for a period not exceeding 90 days). All subsidiary intermediaries are assigned to their principal intermediary's frontline regulator. Therefore, depending on the specific circumstances, a subsidiary intermediary may be assigned to more than one frontline regulator or may not have any frontline regulator.

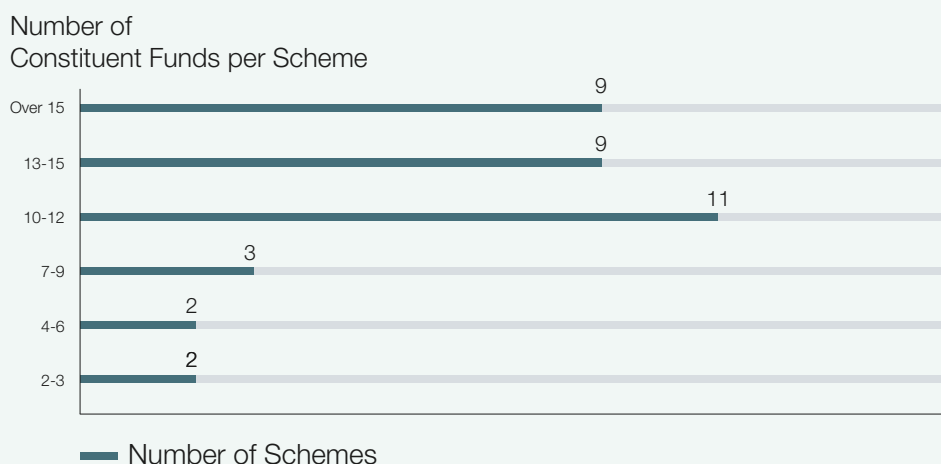
2. Percentage Share of Principal Intermediary and Subsidiary Intermediary (by Frontline Regulator) (as at 31.3.2017)



Percentages may not sum up to 100% due to rounding.

Part C – MPF Products

1. Number of Approved Constituent Funds per MPF Scheme (as at 31.3.2017)



2. Registration and Approval of MPF Schemes and Constituent Funds

	as at 31.3.2016	Terminated/ Withdrawn in 2016-17	Registered/ Approved in 2016-17	as at 31.3.2017
Registered Schemes	38	2	0	36
Master Trust Schemes	35	2	0	33
Industry Schemes	2	0	0	2
Employer Sponsored Scheme	1	0	0	1
Approved Constituent Funds	462	36	59	485
Approved Pooled Investment Funds	292	11	26	307
Approved Index-Tracking Collective Investment Schemes ¹	138	10	9	137

¹ An index-tracking collective investment scheme is a collective investment scheme which has the sole investment objective of tracking a particular market index.

3. Number of Approved Pooled Investment Funds (“APIFs”) (by Fund Structure) (as at 31.3.2017)

	Unit Trust	Insurance Policy ¹	Total
Umbrella Funds ²	25	1	26
Internal Portfolios ³	170	1	171
Feeder Funds ⁴	23	8	31
Portfolio Management Funds ⁵	76	3	79
Total	294	13	307

¹ These refer to Class G insurance policy APIFs. A class G insurance policy APIF is an APIF in a form of an insurance policy with capital or return guarantees.

² An umbrella fund is a collective investment scheme or mutual fund which primarily invests in other funds.

³ A fund maintains an internal portfolio by investing in permissible investments in accordance with sections 2 to 5 and 7 to 16 of Schedule 1 to the Mandatory Provident Fund Schemes (General) Regulation.

⁴ A feeder fund is a fund which invests its assets in a single APIF.

⁵ A portfolio management fund is a fund which invests its assets in more than one APIF.

Part C – MPF Products

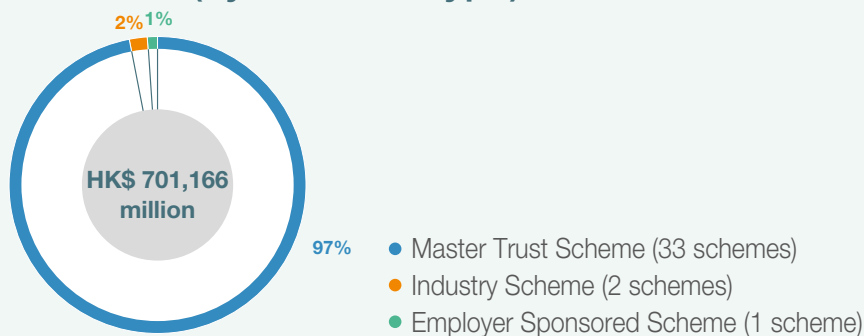
4. Net Asset Values of Approved Constituent Funds (by Scheme Type)

(HK\$ million)

As at	Master Trust Scheme	Industry Scheme	Employer Sponsored Scheme	Total
31.03.2016	576,435	12,004	4,139	592,578
30.06.2016	590,652	12,445	4,234	607,331
30.09.2016	637,867	13,164	4,453	655,485
31.12.2016	628,931	13,046	4,364	646,342
31.03.2017	682,582	13,906	4,677	701,166

Figures may not sum up to the total due to rounding.

5. Percentage Share of Aggregate Net Asset Values and Number of Schemes (by Scheme Type) (as at 31.3.2017)



Percentages may not sum up to 100% due to rounding.

6. Net Asset Values¹ of Approved Constituent Funds (by Fund Type)

(HK\$ million)

As at	Equity Fund	Mixed Assets Fund	MPF Conservative Fund	Guaranteed Fund	Bond Fund	Money Market Fund and Others ²	Total
31.03.2016	236,130	223,902	62,206	50,347	17,355	2,637	592,578
30.06.2016	241,857	227,408	64,171	51,969	19,212	2,714	607,331
30.09.2016	267,002	242,989	67,412	54,323	20,928	2,831	655,485
31.12.2016	262,304	238,458	68,018	54,433	20,286	2,842	646,342
31.03.2017	291,372	257,152	71,483	56,914	21,272	2,973	701,166

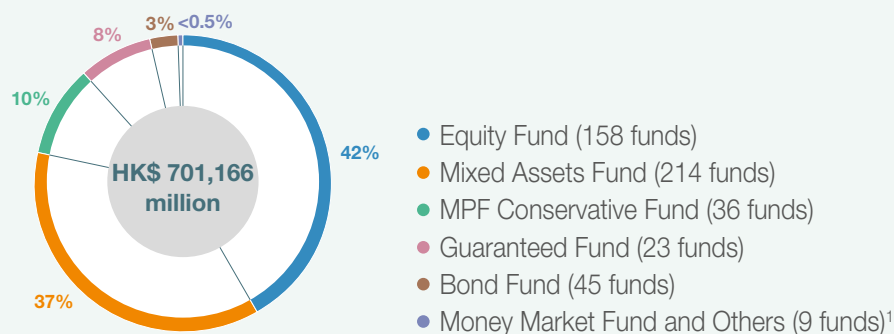
Figures may not sum up to the total due to rounding.

¹ The figures include assets transferred from ORSO schemes.

² Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.

Part C – MPF Products

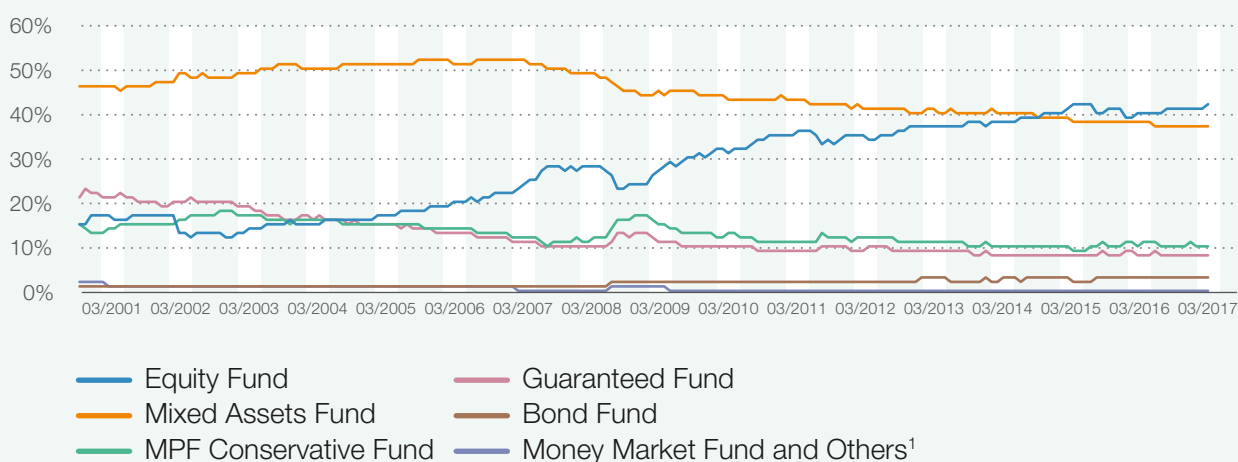
7. Percentage Share of Aggregate Net Asset Values and Number of Approved Constituent Funds (by Fund Type) (as at 31.3.2017)



Percentages may not sum up to 100% due to rounding.

¹ Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.

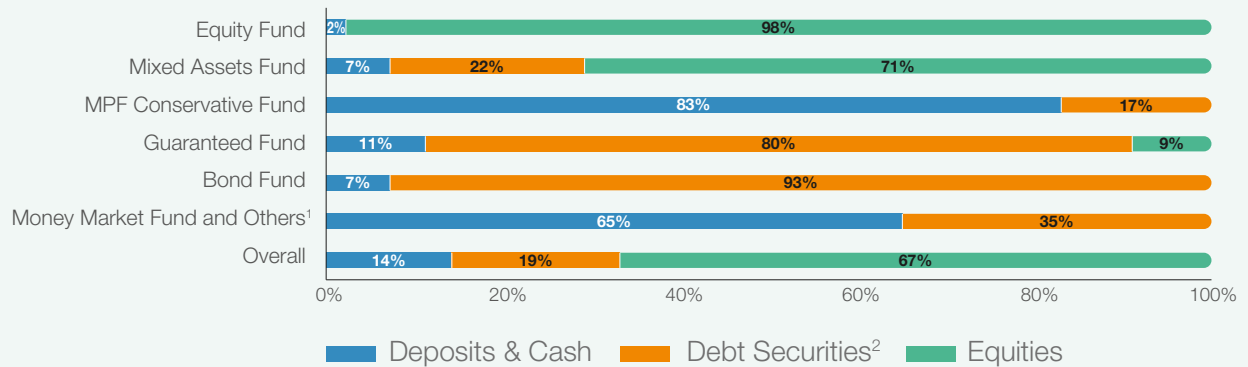
8. Changes in Percentage Share of Net Asset Values of MPF Funds (by Fund Type)



¹ Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.

Part C – MPF Products

9. Asset Allocation of Approved Constituent Funds (by Fund Type and Asset Class) (as at 31.3.2017)

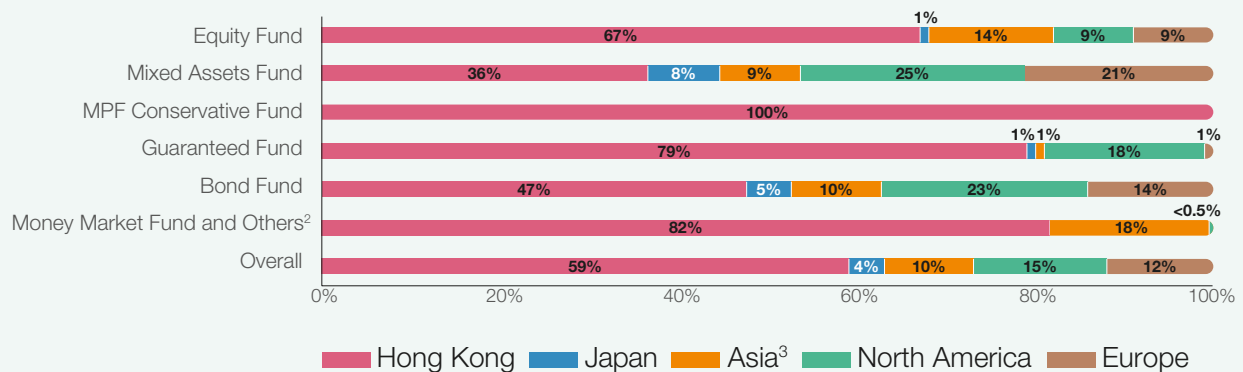


Percentages of each fund type and overall figures may not sum up to 100% due to rounding.

1 Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.

2 Includes convertible debt securities.

10. Asset Allocation of Approved Constituent Funds (by Fund Type and Geographical Region¹) (as at 31.3.2017)



Percentages of each fund type and overall figures may not sum up to 100% due to rounding.

1 For deposits, cash and debt securities, Geographical Region reflects the currency of denomination of the respective accounts and debt securities. For equities, Geographical Region reflects the place of primary listing of the equities.

2 Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.

3 Excludes Japan and Hong Kong but includes Australia, New Zealand and India.

Part C – MPF Products

11. Allocation of Approved Constituent Funds (by Geographical Region¹ and Asset Class) (as at 31.3.2017)

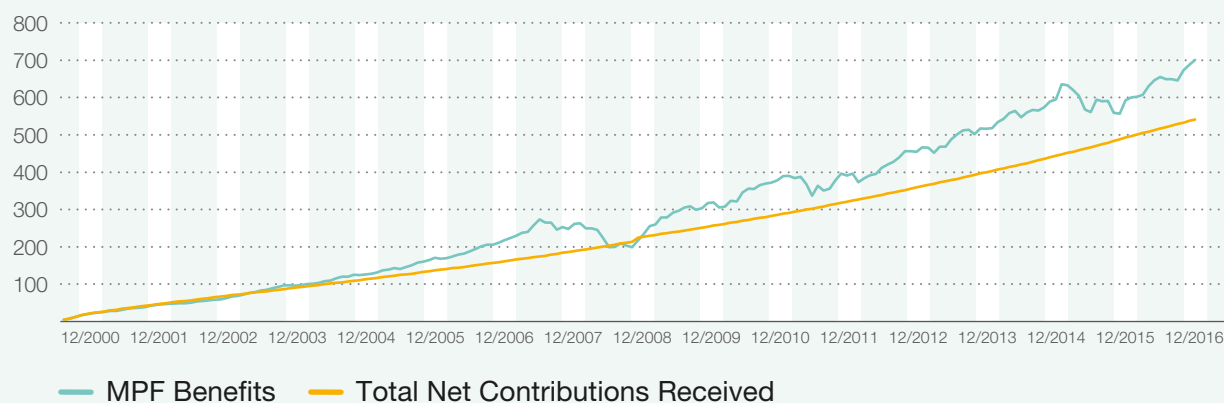
	Deposits & Cash	Debt Securities ²	Equities	Overall
Hong Kong	13%	10%	37%	59%
Japan	\$	1%	3%	4%
Asia ³	\$	1%	9%	10%
North America	1%	5%	10%	15%
Europe	\$	3%	9%	12%
Overall	14%	19%	67%	100%

Percentages may not sum up to the overall percentage due to rounding.
\$ Less than 0.5%.

- 1 For deposits, cash and debt securities, Geographical Region reflects the currency of denomination of the respective accounts and debt securities.
For equities, Geographical Region reflects the place of primary listing of the equities.
- 2 Includes convertible debt securities.
- 3 Excludes Japan and Hong Kong but includes Australia, New Zealand and India.

12. MPF Benefits and Total Net Contributions received since the Inception of the MPF System (1.12.2000-31.3.2017)

HK\$ billion



Part C – MPF Products

13. Annualized Internal Rate of Return¹ (“IRR”) of the MPF System (by Period)

(HK\$ million, unless otherwise specified)

Period	Net Asset Values		Total Net Contributions ² during the Period	Net Investment Return ³ during the Period	Annualized IRR ³
	Period-Beginning (a)	Period-End (b)			
1.12.2000 – 31.3.2002	–	42,125	43,878	-1,753	-4.9%
1.4.2002 – 31.3.2003	42,125	59,305	23,016	-5,837	-10.7%
1.4.2003 – 31.3.2004	59,305	97,041	22,133	15,604	22.0%
1.4.2004 – 31.3.2005	97,041	124,316	22,205	5,070	4.7%
1.4.2005 – 31.3.2006	124,316	164,613	23,435	16,862	12.3%
1.4.2006 – 31.3.2007	164,613	211,199	24,684	21,901	12.4%
1.4.2007 – 31.3.2008	211,199	248,247	26,844	10,205	4.5%
1.4.2008 – 31.3.2009	248,247	217,741	38,503 ⁴	-69,010	-25.9%
1.4.2009 – 31.3.2010	217,741	317,310	29,484 ⁴	70,086	30.1%
1.4.2010 – 31.3.2011	317,310	378,280	31,864 ⁴	29,106	8.7%
1.4.2011 – 31.3.2012	378,280	390,744	34,687	-22,224	-5.6%
1.4.2012 – 31.3.2013	390,744	455,331	38,321	26,267	6.4%
1.4.2013 – 31.3.2014	455,331	516,192	40,898	19,963	4.2%
1.4.2014 – 31.3.2015	516,192	594,847	44,126	34,529	6.4%
1.4.2015 – 31.3.2016	594,847	592,578	48,721	-50,990	-8.2%
1.4.2016 – 31.3.2017	592,578	701,166	48,467	60,121	9.7%
Since inception of the MPF System					
1.12.2000 – 31.3.2017	–	701,166	541,266⁴	159,899	3.5%

1 The return of the MPF System was calculated by way of the IRR, a method commonly known as dollar-weighted return. The IRR method, which takes into account the amount and timing of contributions into and benefits withdrawn from the MPF System, was used as it better reflects the features of cash inflow and outflow of the MPF System. The annualized IRR was calculated by raising the monthly IRR to the power of 12.

2 Total Net Contributions during the Period refer to the net contribution inflow after deducting the amount of benefits paid during the period.

3 Return figures are net of fees and charges. Figures may not sum up to the total due to rounding.

4 Includes the Government's injection of special contributions into accounts of eligible scheme members.

Part C – MPF Products

14. Annualized Return¹ of Approved Constituent Funds (by Fund Type and Period) (as at 31.3.2017)

	Past 1 year	Past 3 years	Past 5 years	Since 1.12.2000
Equity Fund	15.9%	4.0%	5.1%	4.4%
Mixed Assets Fund	9.0%	2.0%	3.9%	4.0%
MPF Conservative Fund	0.0%	0.1%	0.1%	0.7%
Guaranteed Fund	0.6%	0.5%	0.6%	1.2%
Bond Fund	-1.7%	-0.1%	0.1%	2.7%
Money Market Fund and Others ²	-0.5%	-0.1%	0.0%	0.5%
Change of the Consumer Price Index (“CPI”) for the Same Periods				
Annualized Composite CPI % Change ³	0.5%	2.6%	3.1%	1.8%

- 1 Return figures are net of fees and charges. Returns of different types of constituent funds were calculated by way of time-weighted method. This time-weighted method takes into account the unit price and asset size of each constituent fund at different points in time. Unlike the IRR method, it does not capture the impact of the contributions into and benefits withdrawn from the constituent funds. The annualized return was calculated by raising the monthly return to the power of 12.
- 2 Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.
- 3 Calculated on the basis of the 2014/15-based Composite CPI compiled by the Census and Statistics Department.

15. Average, Highest and Lowest Fund Expense Ratios (“FER”) of Constituent Funds¹ (by Fund Type) (as at 31.3.2017)

	Number of Funds	Average FER	Highest FER	Lowest FER
Equity Fund	181	1.56%	2.55%	0.67%
Mixed Assets Fund	249	1.73%	2.13%	0.78%
Bond Fund	50	1.34%	1.89%	0.77%
Guaranteed Fund	25	2.08%	3.48%	1.30%
Money Market Fund – MPF Conservative Fund	38	0.58%	0.92%	0.21%
Money Market Fund – non-MPF				
Conservative Fund	10	1.02%	1.35%	0.56%
Others	4	1.29%	1.39%	1.02%
Overall	557²	1.56%	3.48%	0.21%

- 1 The FER figures in the table are related to individual constituent funds of MPF registered schemes with financial year end dates falling within the period from 1 July 2015 to 30 June 2016.
- 2 A constituent fund may comprise different fund classes. For the purpose of calculating the FER, each fund class of a constituent fund is in effect treated as a separate investment fund. As a result, the total number of funds shown here may be larger than the actual number of constituent funds.

Part C – MPF Products

16. Published Prescribed Savings Rates¹ (1.12.2000 – 31.3.2017)

Prescribed Savings Rates



¹ The prescribed savings rates are prescribed by MPFA pursuant to section 37(8) of the Mandatory Provident Fund Schemes (General) Regulation for the operation of MPF Conservative Funds.

Part D – ORSO Schemes

1. Number of ORSO Schemes (by Benefit Type) (as at 31.3.2017)

	Defined Contribution		Defined Benefit		Total	
Registered Scheme	3 649	90%	211	46%	3 860	85%
MPF exempted	3 072	76%	193	43%	3 265	72%
Non-MPF exempted	577	14%	18	4%	595	13%
Exempted Scheme	419	10%	243	54%	662	15%
MPF exempted	125	3%	95	21%	220	5%
Non-MPF exempted	294	7%	148	33%	442	10%
Total	4 068	100%	454	100%	4 522	100%

Percentages may not sum up to 100% due to rounding.

2. Number of MPF Exempted ORSO Schemes (as at 31.3.2017)

	ORSO Registered Schemes	ORSO Exempted Schemes	Total
(a) MPF Exempted ORSO Schemes approved (as at 31.3.2016)	3 372	247	3 619
(b) New applications approved ¹ (1.4.2016 – 31.3.2017)	5	0	5
(c) Withdrawals of MPF Exemption Certificates (1.4.2016 – 31.3.2017)	112	27	139
(d) MPF Exempted ORSO Schemes (as at 31.3.2017) [i.e. (d) = (a) + (b) – (c)]	3 265	220	3 485

¹ This refers to the application for MPF exemption in respect of newly established ORSO registered schemes whereby all or a substantial portion of the members and assets of the schemes were transferred from one or more MPF exempted ORSO schemes as a result of scheme restructuring or bona fide business transactions.

3. Number of Members Covered by ORSO Registered Schemes (by Benefit Type) (as at 31.3.2017)

	Defined Contribution		Defined Benefit		Total	
MPF exempted	207 000	62%	125 000	38%	332 000	100%
Non-MPF exempted	37 000	88%	5 000	12%	42 000	100%
Total	244 000	65%	130 000	35%	374 000	100%

Part D – ORSO Schemes

4. Annual Contribution Amount to ORSO Registered Schemes (by Employers and Employees) (as at 31.3.2017)

	MPF Exempted		Non-MPF Exempted		Total	
	(HK\$ million)	(%)	(HK\$ million)	(%)	(HK\$ million)	(%)
Employer's contributions	20,764	78	661	64	21,425	78
Ordinary	15,889	60	625	61	16,514	60
Initial/Special	4,875	18	36	3	4,911	18
Employee's contributions	5,839	22	368	36	6,207	22
Total	26,603	100	1,029	100	27,632	100

Source: The latest annual returns in respect of 3 800 ORSO registered schemes.

5. Annual Contribution Amount to ORSO Registered Schemes (by Benefit Type) (as at 31.3.2017)

	Defined Contribution		Defined Benefit		Total	
	(HK\$ million)	(%)	(HK\$ million)	(%)	(HK\$ million)	(%)
MPF exempted	18,547	67.1	8,056	29.2	26,603	96.3
Non-MPF exempted	951	3.4	78	0.3	1,029	3.7
Total	19,498	70.5	8,134	29.5	27,632	100

Source: The latest annual returns in respect of 3 800 ORSO registered schemes.

6. Asset Size of ORSO Registered Schemes (By Benefit Type) (as at 31.3.2017)

	Defined Contribution		Defined Benefit		Total	
	(HK\$ million)	(%)	(HK\$ million)	(%)	(HK\$ million)	(%)
MPF exempted	183,811	60.1	108,462	35.5	292,273	95.6
Non-MPF exempted	10,891	3.6	2,675	0.9	13,566	4.5
Total	194,702	63.7	111,137	36.4	305,839	100

Percentages may not sum up to 100% due to rounding.

Source: The latest annual returns in respect of 3 800 ORSO registered schemes.

7. Asset Arrangements on Termination of the ORSO Registered Schemes (1.4.2016 – 31.3.2017)

	Number of Schemes		Asset Size	
		(%)	(HK\$ million)	(%)
Asset transferred to MPF scheme	27	20	161	19
Asset transferred to another ORSO scheme	4	3	29	3
Asset paid out to scheme members	107	78	667	78
Total	138	100	857	100

Percentages may not sum up to 100% due to rounding.

Part E – Enquiries and Complaints

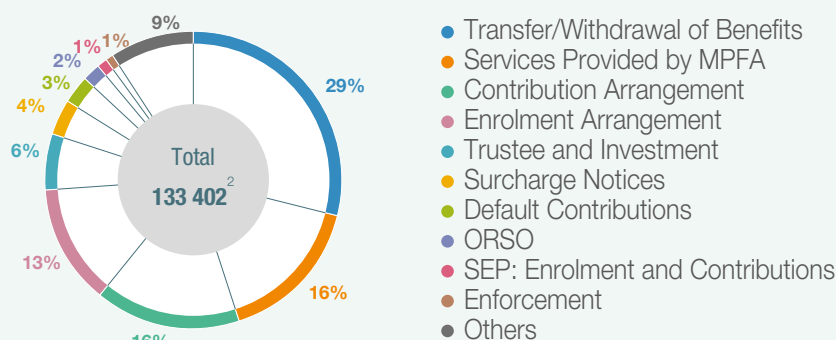
1. Number of Enquiries Received¹ (by Enquirer Type) (1.4.2016 – 31.3.2017)

Enquirer	Number of Enquiries	
Employee	52 237	51%
Employer	31 133	30%
SEP	1 062	1%
Service Provider	4 706	5%
Others/Unknown	13 986	14%
Total	103 124	100%

Percentages may not sum up to 100% due to rounding.

1 Excludes enquiries about personal account information. For details of personal account enquiries, please refer to Item 3 – Number of Personal Account Enquiries Received (by Enquirer Type).

2. Nature of Enquiries¹ (1.4.2016 – 31.3.2017)



Percentages may not sum up to 100% due to rounding.

1 Excludes enquiries about personal account information. For details of personal account enquiries, please refer to Item 3 – Number of Personal Account Enquiries Received (by Enquirer Type).

2 Since an enquiry may cover more than one issue, the total number of issues may exceed the total number of enquiries.

3. Number of Personal Account Enquiries Received (by Enquirer Type) (1.4.2016 – 31.3.2017)

Enquirer	Number of Enquiries	
Authorized Person of a Scheme Member	121 723	76%
Scheme Member	36 395	23%
Personal Representative or Persons Entitled to the Administration of the Estate of a Deceased Scheme Member	1 009	1%
Total	159 127	100%

Percentages may not sum up to 100% due to rounding.

Part E – Enquiries and Complaints

4. Number of Complaints Received (by Industry of Complainee)

(1.4.2016 – 31.3.2017)



Percentages may not sum up to 100% due to rounding.

5. Number of Complaints Received (by Complainee Type)

(1.4.2016 – 31.3.2017)

Complainee	Number of Complaints
Employers (MPF and ORSO)	3 399
MPF Trustees and Service Providers	295
MPF Intermediaries	15
ORSO Administrators	18
Others	84
Total	3 811

6. Nature of Complaints Received (by Complainee Type and by Issue)

(1.4.2016 – 31.3.2017)

Complainee and Issue	Number of Issues
Employers (MPF and ORSO)	4 821
Default Contribution	3 097
Non-enrolment	1 361
Others	363
MPF Trustees and Service Providers	407
Scheme Administration	368
Others	39
MPF Intermediaries	16
Conduct	16
ORSO Administrators	26
Scheme Administration	23
Others	3
Others	89
Total	5 359¹

¹ Since a complaint may cover more than one issue, the total number of issues may exceed the total number of complaints.