

Statistics

Part A – MPF Scheme Members

1. Employed Population (by type of retirement schemes) (31.3.2018)



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

2. The MPF Universe (31.3.2018)

(a) Number of Employers under the MPF System

Main businesses ¹	367 000
<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	8 000
<i>less</i>	
– Businesses with no employees ³	96 000
Employers under the MPF System	283 000

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	3 437 000
less	
– Civil servants who are covered by the Civil Service Pension Schemes ²	88 000
– 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	325 000
– Domestic employees ¹	333 000
– 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	40 000
– 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	2 596 000

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	297 000
less	
– SEPs who are licensed hawkers (excluding licensed hawkers aged below 18 or above 65) ²	1 000
SEPs under the MPF System	296 000

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

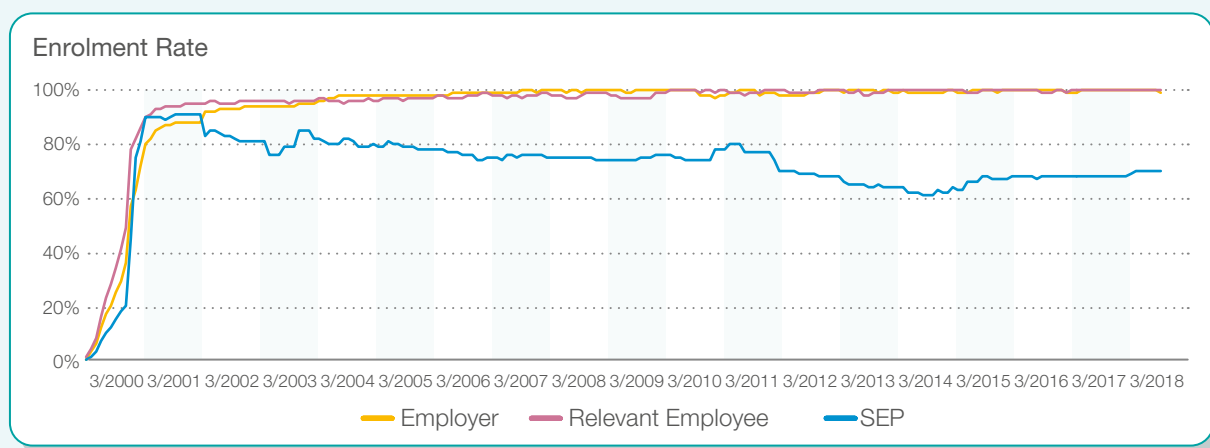
The figures were estimated on the basis of:

- 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.

Statistics

Part A – MPF Scheme Members

3. Enrolment in MPF Schemes



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		
31.03.2017	278 000	100%	2 572 000	100%	202 000	68%	3 880 000	5 394 000
30.06.2017	279 000	100%	2 580 000	100%	202 000	68%	3 919 000	5 390 000
30.09.2017	279 000	100%	2 583 000	100%	204 000	69%	3 962 000	5 424 000
31.12.2017	280 000	100%	2 581 000	100%	205 000	70%	3 983 000	5 485 000
31.03.2018	281 000	99%	2 586 000	100%	206 000	70%	4 002 000	5 528 000

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.

Statistics

Part A – MPF Scheme Members

5. Contributions Received and Benefits Paid – MPF Schemes (1.4.2017-31.3.2018)

(HK\$ million)

Quarter	Contributions Received				Benefits Paid			
	Mandatory	Voluntary	Special Voluntary ¹	Total	Mandatory	Voluntary	Special Voluntary ¹	Total
Q2 2017	13,871	2,600	617	17,087	4,031	1,317	502	5,850
Q3 2017	13,931	2,570	487	16,988	4,388	1,564	497	6,449
Q4 2017	14,209	2,646	346	17,201	4,202	1,358	293	5,852
Q1 2018	15,107	2,802	386	18,295	4,300	1,687	786	6,773
Total	57,119	10,617	1,835	69,572	16,921	5,927	2,077	24,925

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) (1.4.2017-31.3.2018)

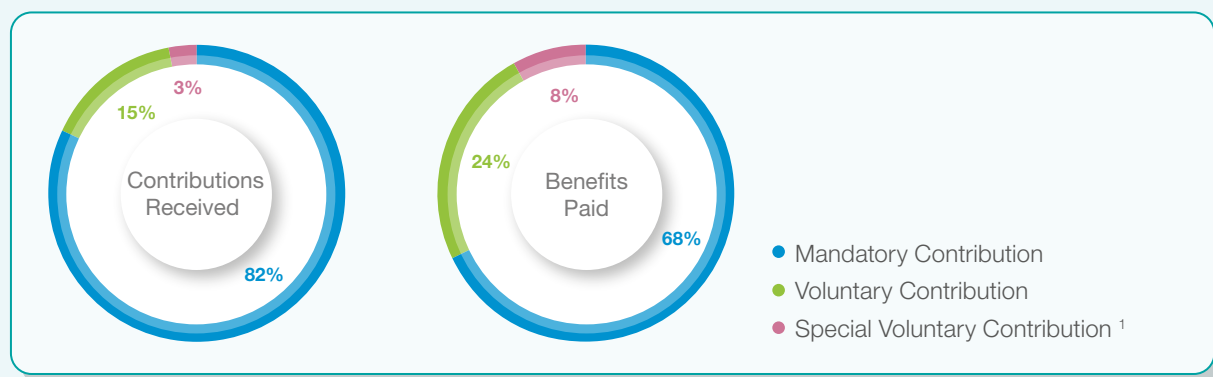
(HK\$ million)

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 2017	1,621	625	1,119	54	27	#	166	592	534
Q3 2017	1,867	705	1,316	52	32	#	194	537	567
Q4 2017	1,736	721	1,204	55	28	#	181	483	519
Q1 2018	1,949	713	1,150	52	26	#	181	548	609
Total	7,173	2,764	4,789	213	113	#	722	2,161	2,229

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) (1.4.2017-31.3.2018)



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.

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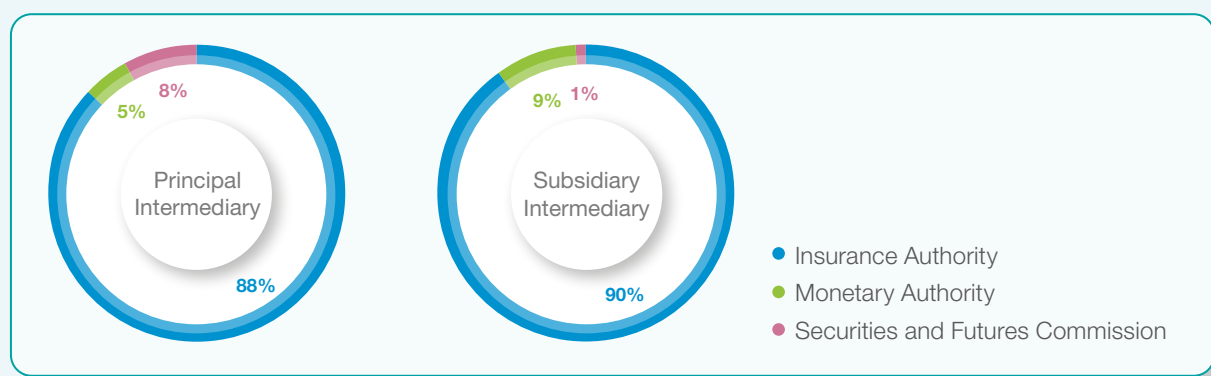
Part B – MPF Intermediaries

1. Number of Registered MPF Intermediaries (31.3.2018)

	Principal Intermediary ¹	Subsidiary Intermediary ²	Total
Registered MPF Intermediaries	411	32 369	32 780
By Frontline Regulator ³	411	30 878	31 289
Insurance Authority	361	27 759	28 120
Monetary Authority	19	2 757	2 776
Securities and Futures Commission	31	362	393

- 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) (31.3.2018)

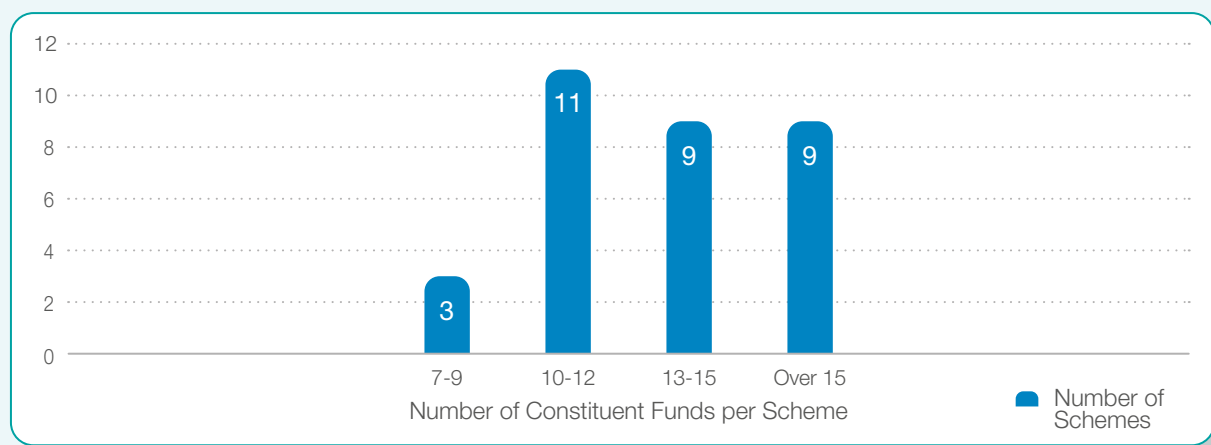


Percentages may not sum up to 100% due to rounding

Part C – MPF Products

1. Number of Approved Constituent Funds per MPF Scheme

(31.3.2018)



2. Registration and Approval of MPF Schemes and Constituent Funds

	31.3.2017	Terminated / Withdrawn in 2017-18	Registered / Approved in 2017-18	31.3.2018
Registered Schemes	36	4	0	32
<i>Master Trust Schemes</i>	33	4	0	29
<i>Industry Schemes</i>	2	0	0	2
<i>Employer Sponsored Scheme</i>	1	0	0	1
Approved Constituent Funds	485	16	0	469
Approved Pooled Investment Funds (APIF)	307	1	13	319
Approved Index-tracking Collective Investment Schemes ¹	137	21	3	119

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 APIFs (by fund structure) (31.3.2018)

	Unit Trust	Insurance Policy ¹	Total
Umbrella Funds ²	26	1	27
Internal Portfolios ³	182	1	183
Feeder Funds ⁴	23	6	29
Portfolio Management Funds ⁵	76	4	80
Total	307	12	319

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

² An umbrella fund is a collective investment scheme which contains several distinct sub-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.

Statistics

Part C – MPF Products

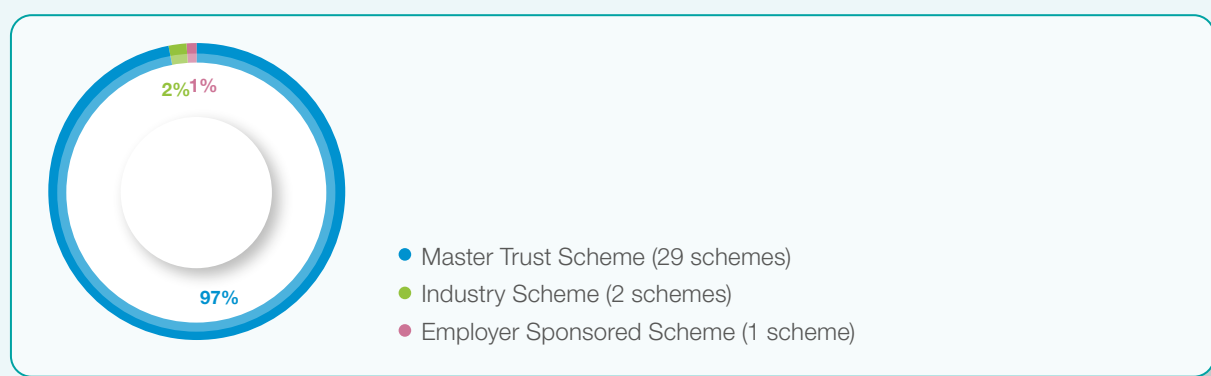
4. Net Asset Values of Approved Constituent Funds (by scheme type)

(HK\$ million)

As at	Master Trust Scheme	Industry Scheme	Employer Sponsored Scheme	Total
31.03.2017	682,582	13,906	4,677	701,166
30.06.2017	726,133	14,674	4,922	745,730
30.09.2017	772,232	15,461	5,153	792,846
31.12.2017	821,873	16,265	5,376	843,515
31.03.2018	834,617	16,615	5,460	856,692

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) (31.3.2018)



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

6. Net Asset Values ¹ 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
31.03.2017	291,372	257,152	71,483	56,914	21,272	2,973	701,166
30.06.2017	313,417	276,836	72,185	57,658	22,763	2,871	745,730
30.09.2017	336,323	293,204	75,575	60,251	24,445	3,047	792,846
31.12.2017	362,273	312,419	77,631	62,156	25,853	3,184	843,515
31.03.2018	356,252	315,101	86,210	65,894	29,352	3,884	856,692

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*.

Statistics

Part C – MPF Products

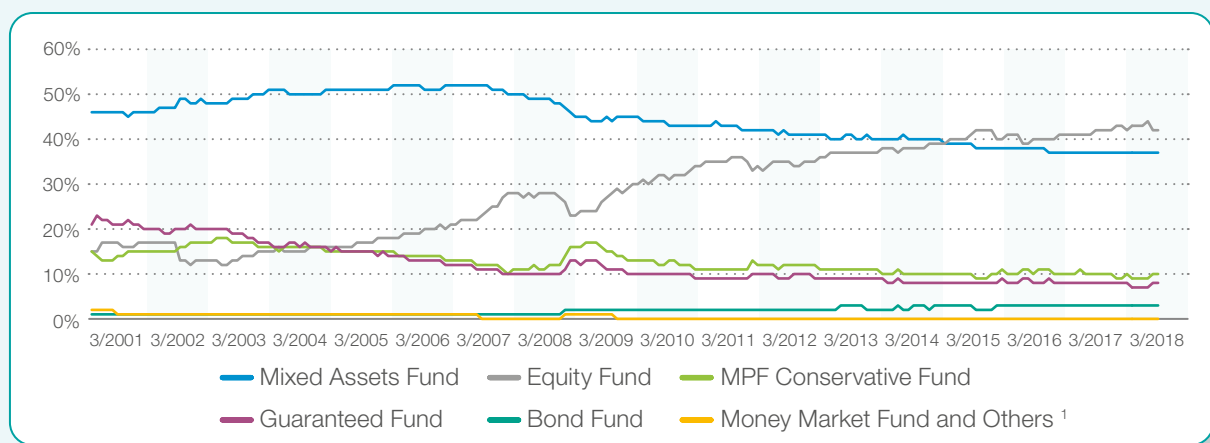
7. Percentage Share of Aggregate Net Asset Values and Number of Approved Constituent Funds (by fund type) (31.3.2018)



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)



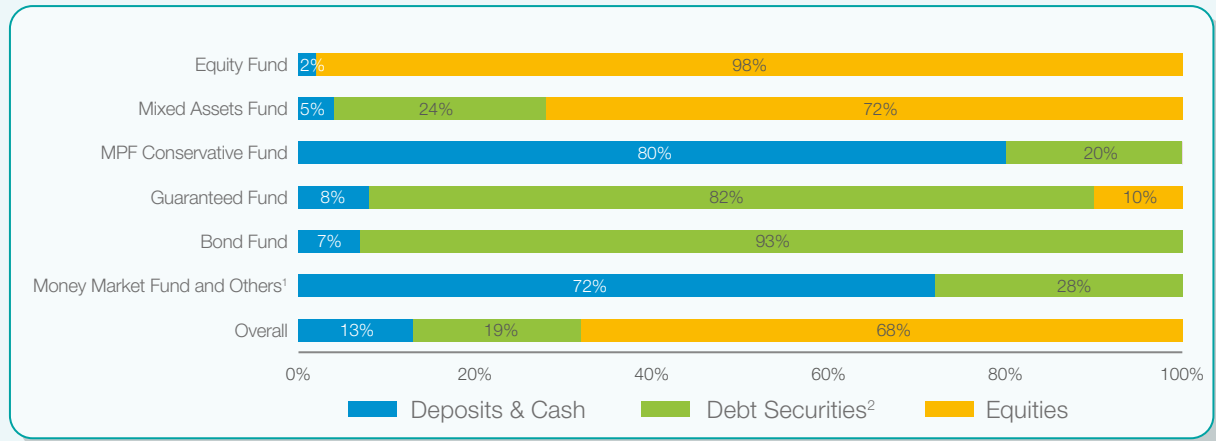
¹ Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.

Statistics

Part C – MPF Products

9. Asset Allocation of Approved Constituent Funds

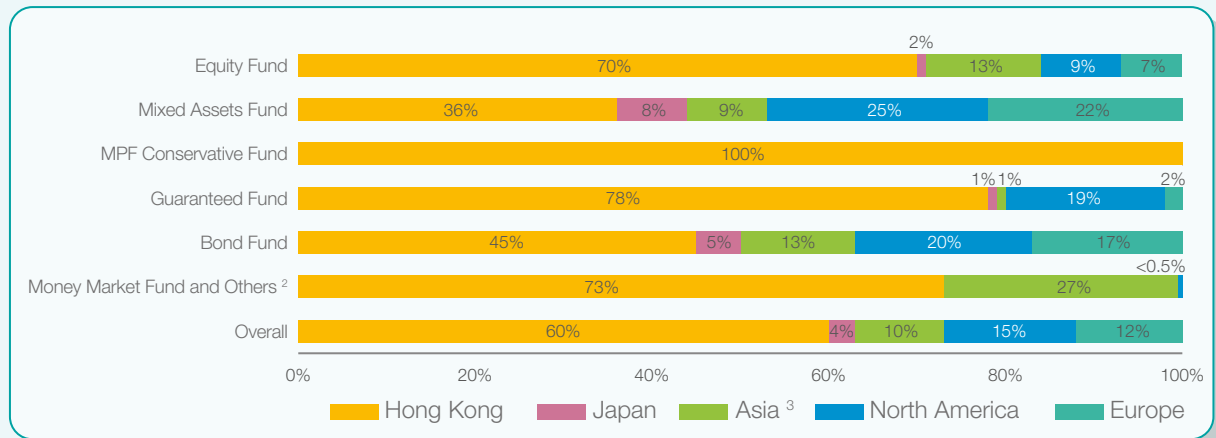
(by fund type and asset class) (31.3.2018)



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 region ¹) (31.3.2018)

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.

Statistics

Part C – MPF Products

11. Asset Allocation of Approved Constituent Funds

(by geographical region ¹ and asset class) (31.3.2018)

	Deposits & Cash	Debt Securities ²	Equities	Overall
Hong Kong	12%	9%	39%	60%
Japan	\$	1%	3%	4%
Asia ³	\$	1%	8%	10%
North America	\$	5%	10%	15%
Europe	\$	3%	8%	12%
Overall	13%	19%	68%	100%

Percentages may not sum up to the overall percentage due to rounding.

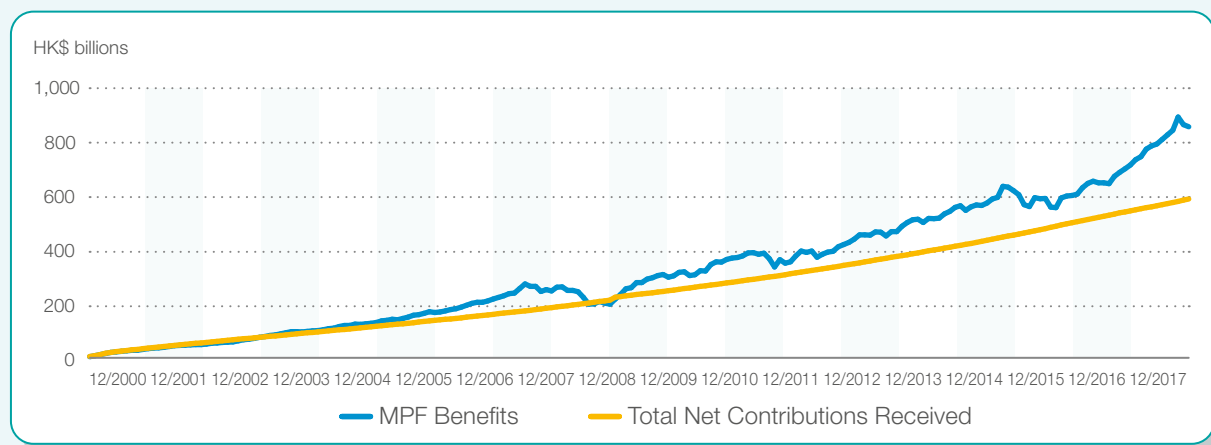
\$ Less than 0.5%.

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 – 31.3.2018)



Statistics

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 during the Period ²	Net Investment Return during the Period ³ (b)–(a)–(c)	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%
1.4.2017 – 31.3.2018	701,166	856,692	47,373	108,153	14.9%
Since inception of the MPF System					
1.12.2000 – 31.3.2018	-	856,692	588,639 ⁴	268,053	4.7%

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.

Statistics

Part C – MPF Products

14. Annualized Return ¹ of Approved Constituent Funds (by fund type and period) (31.3.2018)

Fund Type	Past 1 year	Past 3 years	Past 5 years	Since 1.12.2000
Equity Fund	22.6%	7.1%	7.4%	5.4%
Mixed Assets Fund	14.9%	5.3%	5.4%	4.6%
MPF Conservative Fund	0.1%	0.1%	0.1%	0.7%
Guaranteed Fund	1.6%	0.5%	0.6%	1.2%
Bond Fund	3.7%	1.0%	0.5%	2.7%
Money Market Fund and Others ²	3.1%	0.7%	0.6%	0.6%
Change of the Consumer Price Index (CPI) for the Same Periods				
Annualized Composite CPI % Change ³	2.6%	2.0%	2.8%	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 Funds ¹ (by fund type) (31.3.2018)

	Number of Funds	Average FER	Highest FER	Lowest FER
Equity Fund	181	1.55%	2.64%	0.65%
Mixed Assets Fund	248	1.69%	2.15%	0.80%
Bond Fund	50	1.31%	1.87%	0.78%
Guaranteed Fund	25	2.05%	3.37%	1.29%
Money Market Fund – MPF Conservative Fund	38	0.63%	0.88%	0.36%
Money Market Fund – non-MPF Conservative Fund	10	0.93%	1.34%	0.43%
Others	4	1.22%	1.29%	1.00%
Overall	556²	1.54%	3.37%	0.36%

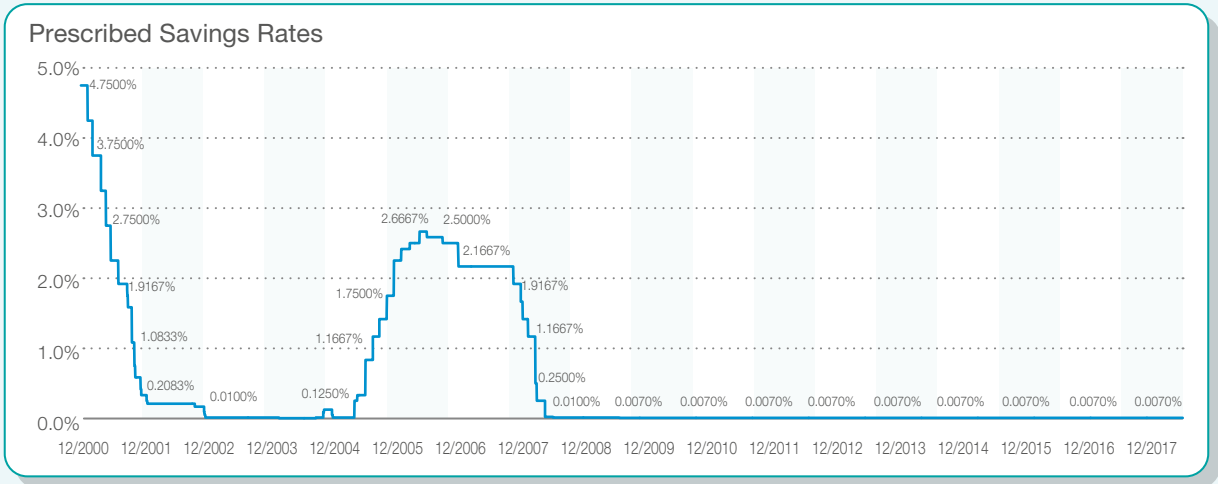
1 The FER figures in the table are related to individual constituent funds of MPF registered schemes with financial year end dates falling within the period from 1 July 2016 to 30 June 2017.

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.

Statistics

Part C – MPF Products

16. Published Prescribed Savings Rates ¹ (1.12.2000 – 31.3.2018)



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) (31.3.2018)

	Defined Contribution		Defined Benefit		Total	
Registered Scheme	3 510	90%	202	47%	3 712	86%
MPF exempted	2 963	76%	186	43%	3 149	73%
Non-MPF exempted	547	14%	16	4%	563	13%
Exempted Scheme	382	10%	228	53%	610	14%
MPF exempted	118	3%	91	21%	209	5%
Non-MPF exempted	264	7%	137	32%	401	9%
Total	3 892	100%	430	100%	4 322	100%

2. Number of MPF Exempted ORSO Schemes (31.3.2018)

	ORSO Registered Schemes	ORSO Exempted Schemes	Total
(a) MPF Exempted ORSO Schemes approved (31.3.2017)	3 265	220	3 485
(b) New applications approved ¹ (1.4.2017 – 31.3.2018)	4	0	4
(c) Withdrawals of MPF Exemption Certificates (1.4.2017 – 31.3.2018)	120	11	131
(d) MPF Exempted ORSO Schemes (31.3.2018) [i.e. (d) = (a) + (b) – (c)]	3 149	209	3 358

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) (31.3.2018)

	Defined Contribution		Defined Benefit		Total	
MPF exempted	208 000	63%	120 000	37%	328 000	100%
Non-MPF exempted	37 000	88%	6 000	14%	42 000	100%
Total	244 000	66%	126 000	34%	370 000	100%

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

Statistics

Part D – ORSO Schemes

4. Annual Contribution Amount to ORSO Registered Schemes (by employers and employees) (as at 31.3.2018)

(HK\$ million, unless otherwise specified)

	MPF Exempted		Non-MPF Exempted		Total	
Employer's contributions	16,809	79%	1,100	64%	17,909	78%
<i>Ordinary</i>	16,089	76%	666	39%	16,755	73%
<i>Initial/Special</i>	720	3%	434	25%	1,155	5%
Employee's contributions	4,428	21%	615	36%	5,044	22%
Total	21,238	100%	1,715	100%	22,953	100%

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

Source: The latest annual returns in respect of 3 700 ORSO registered schemes.

5. Annual Contribution Amount to ORSO Registered Schemes (by benefit type) (as at 31.3.2018)

(HK\$ million, unless otherwise specified)

	Defined Contribution		Defined Benefit		Total	
MPF exempted	13,376	58.3%	7,862	34.3%	21,238	92.5%
Non-MPF exempted	1,633	7.1%	82	0.4%	1,715	7.5%
Total	15,009	65.4%	7,944	34.6%	22,953	100%

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

Source: The latest annual returns in respect of 3 700 ORSO registered schemes.

6. Asset Size of ORSO Registered Schemes (by benefit type) (31.3.2018)

(HK\$ million, unless otherwise specified)

	Defined Contribution		Defined Benefit		Total	
MPF exempted	192,226	60.7%	110,681	34.9%	302,907	95.6%
Non-MPF exempted	10,921	3.4%	2,956	0.9%	13,877	4.4%
Total	203,147	64.1%	113,637	35.9%	316,784	100%

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

Source: The latest annual returns in respect of 3 700 ORSO registered schemes.

7. Asset Arrangements on Termination of the ORSO Registered Schemes (1.4.2017 – 31.3.2018)

	Number of Schemes ¹		Asset Size (HK\$ million)	
Asset transferred to MPF scheme	33	21%	371	18%
Asset transferred to another ORSO scheme	7	5%	1,271	62%
Asset paid out to scheme members	114	74%	410	20%
Total	154	100%	2,052	100%

¹ There are three terminated schemes with more than one asset arrangement.

Part E – Enquiries and Complaints

1. Number of Enquiries Received ¹ (by enquirer type) (1.4.2017 – 31.3.2018)

Enquirer	Number of Enquiries	
Employee	48 858	48%
Employer	26 770	26%
SEP	1 115	1%
Service Provider	7 864	8%
Others/Unknown	18 138	18%
Total	102 745	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 Enquiries ¹ (1.4.2017 – 31.3.2018)



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) (1.4.2017 – 31.3.2018)

Enquirer	Number of Enquiries	
Authorized Person of a Scheme Member	117 366	78%
Scheme Member	32 196	21%
Personal Representative or Persons Entitled to the Administration of the Estate of a Deceased Scheme Member	1 025	1%
Total	150 587	100%

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

Statistics

Part E – Enquiries and Complaints

4. Number of Complaints Received (by industry of complainee)

(1.4.2017 – 31.3.2018)



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

5. Number of Complaints Received (by complainee type)

(1.4.2017 – 31.3.2018)

Complainee	Number of Complaints
Employers (MPF and ORSO)	3 733
MPF Trustees and Service Providers	281
MPF Intermediaries	5
ORSO Administrators	18
Others	75
Total	4 112

6. Nature of Complaints Received (by complainee type and by issue)

(1.4.2017 – 31.3.2018)

Complainee and Issue	Number of Issues
Employers (MPF and ORSO)	5 203
<i>Default Contribution</i>	3 490
<i>Non-enrolment</i>	1 576
<i>Others</i>	137
MPF Trustees and Service Providers	376
<i>Scheme Administration</i>	354
<i>Others</i>	22
MPF Intermediaries	8
<i>Conduct</i>	8
ORSO Administrators	32
<i>Scheme Administration</i>	30
<i>Others</i>	2
Others	89
Total	5 708¹

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