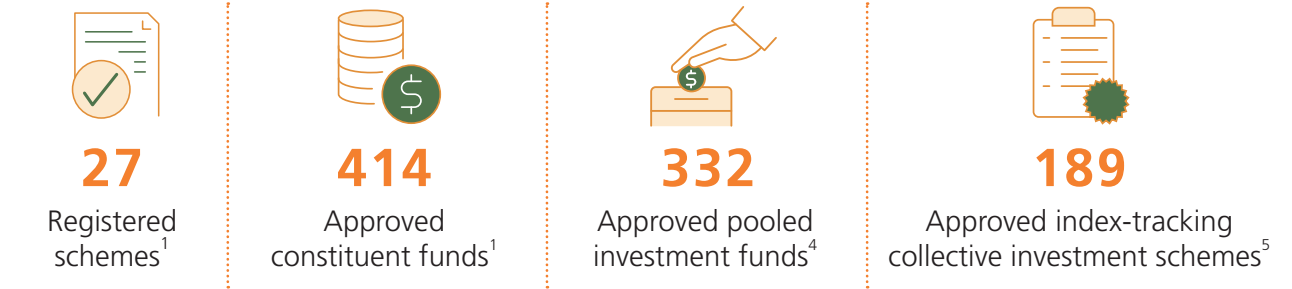


Highlights of MPF Facts and Figures

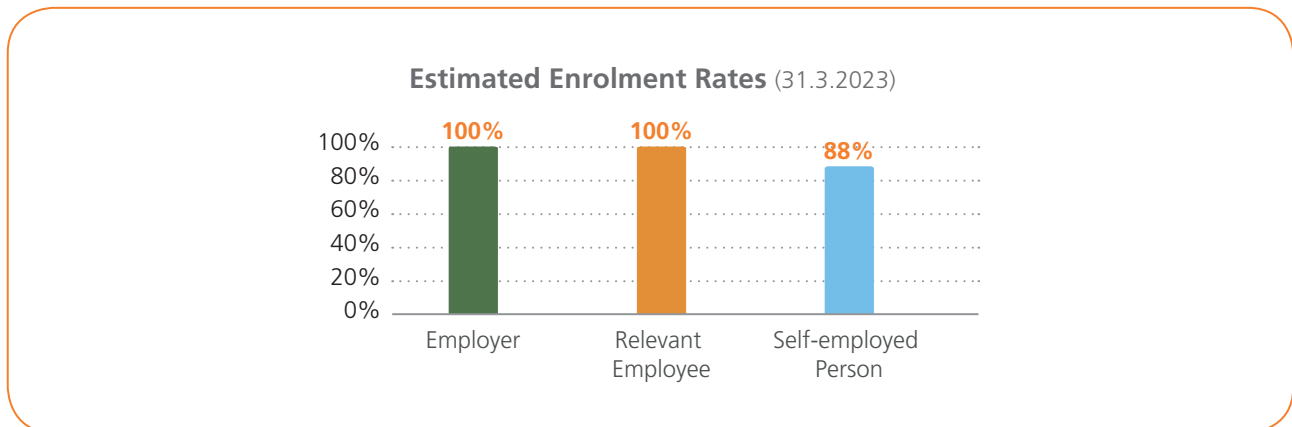
MPF System

Industry Participants, Schemes and Funds (31.3.2023)

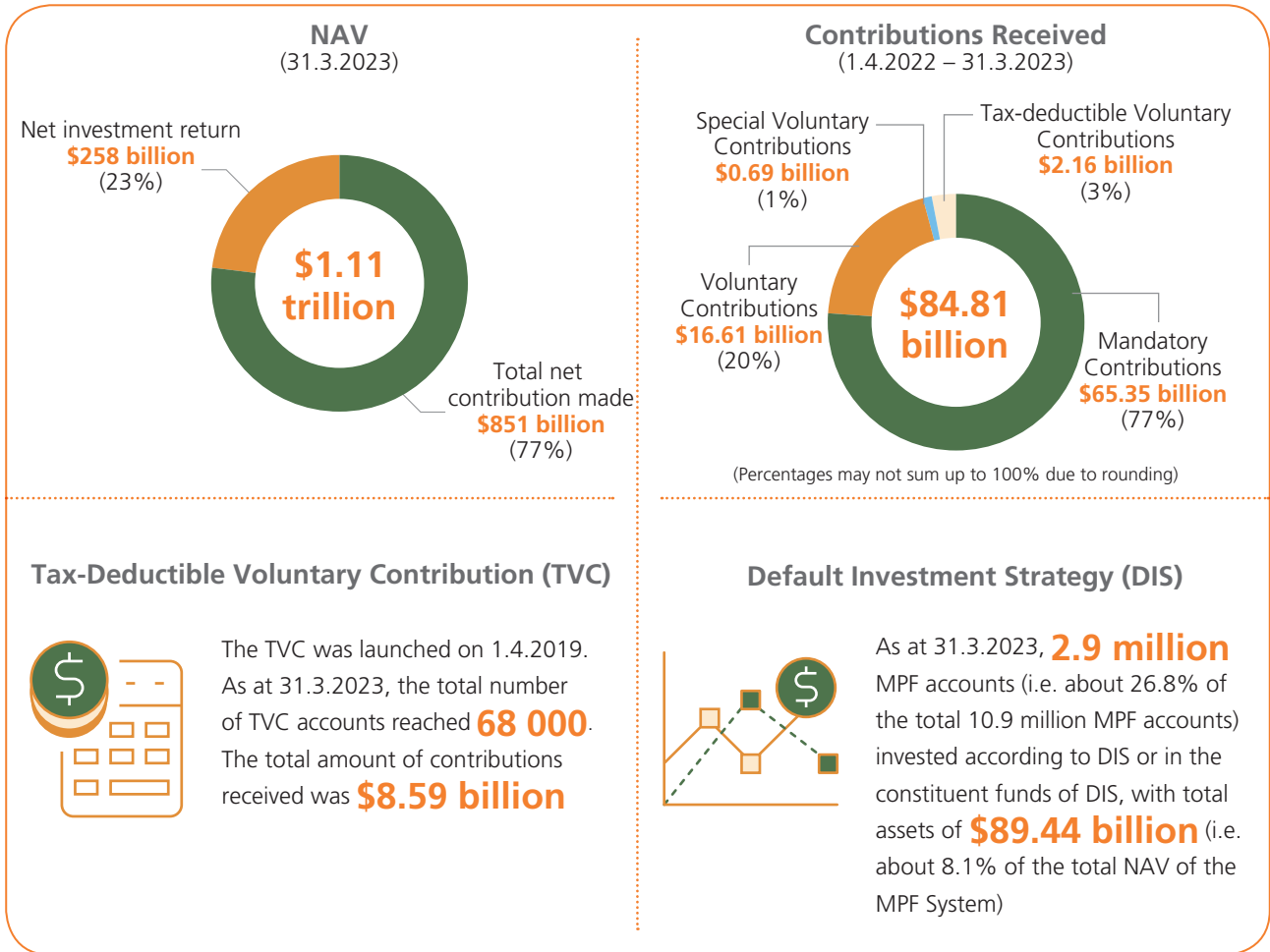


- 1 Excluding trustees which operate only approved pooled investment funds and/or do not operate any MPF scheme and excluding schemes and funds to be terminated.
- 2 A principal intermediary is a business entity registered by MPFA as an intermediary for selling, marketing or giving advice on MPF schemes.
- 3 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.
- 4 An approved pooled investment fund refers to a type of investment fund into which a constituent fund invests.
- 5 An index-tracking collective investment scheme refers to a collective investment scheme which has the sole investment objective of tracking a particular market index.

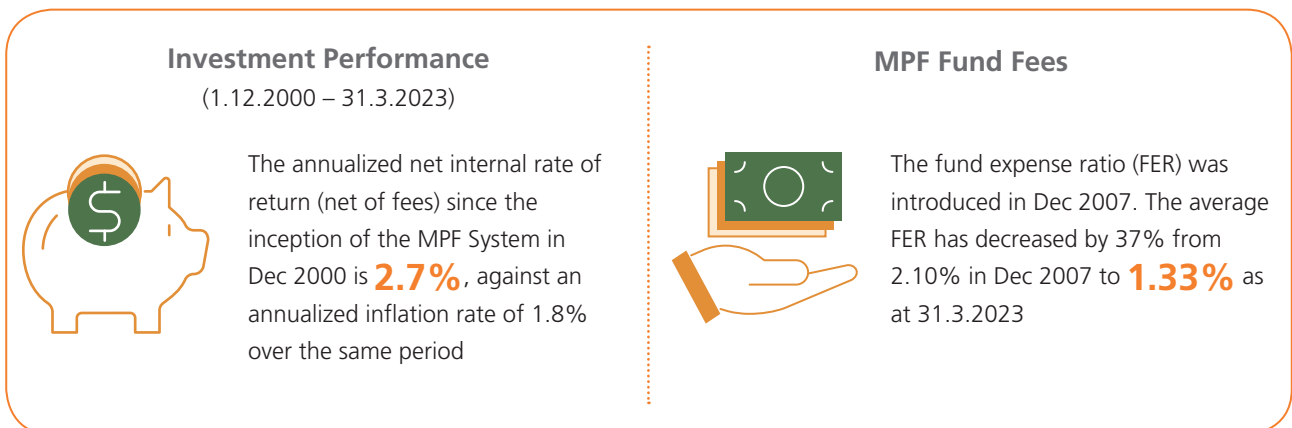
Enrolment



Net Asset Values (NAV) and Contributions



Investment Performance and Fees



MPFA Business Operation (1.4.2022 – 31.3.2023)

Industry Supervision

Trustees



91 cases of supervisory compliance letters issued



28 financial penalty notices imposed, **\$20,858,070** fined

Intermediaries



22 compliance advice letters issued



4 disciplinary orders imposed

Member Protection

Non-Compliant Employers



\$145 million of default contributions recovered for **96 600** employees



1 365 civil claims filed



346 700 payment notices on default contributions issued



268 summonses for criminal prosecution issued

Public Education, Publicity and Engagement



127 sessions of customized education programmes for existing and prospective scheme members



Chairman and senior executives participated in over **20** public speaking engagements



Chairman and the management team attended around **150** sessions of engagement activities with different stakeholder groups

Stakeholders Consultation Exercise on eMPF Platform Front-End Portal

(29.12.2021 – 19.7.2022)

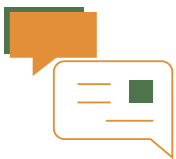


A total of **104** consultation sessions were conducted, reaching out to over **190** stakeholder groups and **3 300** participants

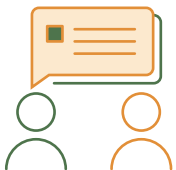


Around **1 500** comments and suggestions on user experience/user interface and general issues of the eMPF Platform were received

Customer Service



192 815 enquiries handled



3 723 complaints against different types of complainers received

Key Performance Indicators (KPIs)

Target achievement rate attained: **100%**

