



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

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22 December 2014

By Email

Circular Letter: SU/CCI/2014/005

To: All Principal Intermediaries
Attn: Responsible Officer

**Performance Pledges in relation to MPF Intermediaries
under Part 4A of the Mandatory Provident Funds Schemes Ordinance**

We are writing to inform you that the Authority has drawn up a set of performance pledges in respect of processing applications for registration of intermediaries and approval of responsible officers, to be effective on 1 January 2015. Details of the performance pledges are listed in the table at Annex for your information.

The service standards serve to provide a general reference of the time frame for various processes. They apply after the Authority received all requisite documents (which have been completed in full) but not applying to exceptional cases, for example, contentious cases such as those requiring imposition of registration/approval conditions.

If you have any enquiries, please contact your Case Officer.

Yours sincerely,

(Susanna Lee)
Senior Manager
(Intermediaries/ORSO Schemes)

Encl



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MANDATORY PROVIDENT FUND SCHEMES AUTHORITY PERFORMANCE PLEDGES FOR REGISTRATION OF INTERMEDIARIES AND APPROVAL OF RESPONSIBLE OFFICERS

We pledge to attain at least 95% achievement of the service standards listed in the following table.

	Service	Service Standard
1.	Process applications for registration as principal intermediary	Complete processing of registrations within 20 working days after receipt of all requisite documents (which have been completed in full) but not applying to exceptional cases, for example, contentious cases such as those requiring imposition of registration conditions.
2.	Process applications for registration as subsidiary intermediary	Complete processing of registrations within 20 working days after receipt of all requisite documents (which have been completed in full) but not applying to exceptional cases, for example, contentious cases such as those requiring imposition of registration conditions.
3.	Process applications for approval of attachment of subsidiary intermediary to principal intermediary	Complete processing of applications within 15 working days after receipt of all requisite documents (which have been completed in full) but not applying to exceptional cases, for example, contentious cases such as those requiring imposition of approval conditions.
4.	Process applications for approval as responsible officer	Complete processing of applications within 10 working days after receipt of all requisite documents (which have been completed in full) but not applying to exceptional cases, for example, contentious cases such as those requiring imposition of approval conditions.