



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

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**By Email**

12 August 2020

**Circular Letter: SU/CCI/2020/002**

**To: All Principal Intermediaries**

Dear Responsible Officers (ROs),

**Special Arrangements on eService due to  
Enhancements of eService for MPF Intermediaries**

The Mandatory Provident Fund Schemes Authority (MPFA) has in the past designated the eService as an electronic system under sections 6KA(1) and (2) of the Mandatory Provident Fund Schemes Ordinance (MPFSO) for registered intermediaries (RIs) to perform a range of functions, including but not limited to the submission of annual returns, annual fees, quarterly return on complaints by principal intermediaries (PIs). “Notices of Approval of Attachment of Subsidiary Intermediaries (Individual)” can also be viewed by the PI and the SI concerned on eService.

We would like to inform you that the functions of eService will be further expanded on **31 August 2020**. The new functions will enable RIs to make the following notifications to the MPFA on eService:

- a PI’s withdrawal of consent to a SI attached to the PI under section 34ZG(2) of

the MPFSO;

- changes in relation to a PI under section 34ZE(2) of the MPFSO; and
- changes in relation to an SI under section 34ZI(2) of the MPFSO.

## **Key Enhancements**

### **(A) New Electronic Forms**

There will be new eForms which can be accessed on eService for making notifications to the MPFA. All PIs can access eForm INT-5B (Notification of PI's Withdrawal of Consent to an SI) and eForm INT-6 (Notification of Change of Information by a PI) using their eService PI accounts, while SIs can access eForm INT-7 (Notification of Change of Information by an SI) using their eService SI accounts. eForm INT-5B is equivalent to sections I and II of the hard copy Form INT-5 for the PI to notify the MPFA of the withdrawal of consent to its SI(s) for carrying on regulated activities for the PI under section 34ZG(2) of the MPFSO. eForm INT-6 and eForm INT-7 are equivalent to the hard copy Form INT-6 and Form INT-7 for the PI and the SI to notify the MPFA of change of information under sections 34ZE(2) and 34ZI(2) of the MPFSO respectively.

eForms on eService offer an additional channel for RIs to make notifications, and both eForms and hard copy forms will be accepted for making notifications to the MPFA to fulfill the reporting requirements. However, RIs are encouraged to use the eForms for achieving operational efficiency and saving paper. While hard copy forms will be maintained, the MPFA will no longer accept hard copy forms to the MPFA by facsimile with the launch of eForms. The fax number (2259 8808) will be terminated on the launch date of eForms.

### **(B) Communication from MPFA to RIs after submission of eForms**

The MPFA will communicate with the RIs in respect of RIs' notifications to RIs through the eService Inbox<sup>1</sup>, no matter whether the notification is submitted by the RI via an eForm or a hard copy form. An email alert will be sent to remind the RI concerned to log in to the eService to check the communication by the MPFA in the eService Inbox after a notification is processed. It is therefore important that the email addresses provided to the MPFA by the RIs are up-to-date. Please update your email address and advise your SIs to do the same using eForm INT-6 / Form INT-6 or eForm INT-7 / Form INT-7 as appropriate.

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<sup>1</sup> "eService Inbox" was previously called "Notification from MPFA" on eService before the launch of eForms.

**(C) Login Account Management for PIs in eService**

The MPFA has taken the opportunity to review the existing login account assigned to PIs in eService. Besides the existing eService account for the PI (known as the “PI RO Account”), the MPFA has developed additional accounts, namely “PI Admin – A Account” and “PI Admin – B Account”, with different access rights to better serve the needs of PIs. Before “PI Admin – A Account” and “PI Admin – B Account” can be used by the compliance officer of a PI, each of them has to be activated by the user of the “PI RO Account”.

After the launch of this enhancement, the “PI RO Account” can be used to perform all the functions available on eService for PI. “PI Admin – A Account” can be used by the compliance officer of the PI to perform the functions of preparation of eForm INT-5B and eForm INT-6 for making notification to the MPFA, and “PI Admin – B Account” can be used by the compliance officer to perform the rest of functions available on eService, such as payment of annual fees and submission of quarterly complaints returns and annual returns. Please refer to the summary table at Annex for details of different accounts.

**Temporary Suspension of eService**

Some special arrangement on the eService will be implemented before the launch of the enhancements. All existing functions which can be performed via eService such as payment of annual fees, submission of annual returns by RIs, submission of quarterly complaints returns by principal intermediaries (PIs) and personal account enquiries from PIs will be temporarily suspended **from 6pm on 26 August 2020 to 30 August 2020** for system maintenance. The eService platform will resume normal on 31 August 2020 together with the launch of the enhancements.

**Briefing for PIs**

To brief PIs on the key enhancements mentioned above, the MPFA will conduct two briefing sessions (with walk-through demonstrations) to all PIs via online video conferencing tool in the week of 24 August 2020. Invitation with the exact dates of the briefing sessions will be provided by separate email shortly.

If you have any questions about the contents of this circular, please contact your case officer.

Thank you for your attention.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Susanna Lee', enclosed in a light blue rectangular border.

Susanna Lee  
Senior Manager  
ORSO Schemes Department  
Product Regulation Division

Encl

- c.c. Ms Candy Tam, Senior Manager, Banking Conduct Department, Hong Kong Monetary Authority  
Ms Polly Ng, Senior Manager, Licensing, Intermediaries, Securities and Futures Commission  
Ms Shirley To, Senior Manager, Market Conduct Division, Insurance Authority

