



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

電話號碼 Tel. No. : 2292 1565
傳真號碼 Fax. No. : 2259 8825
本局檔號 Our Ref. : MPFA/S/IO-I/58/2 &
MPFA/S/TR/91/6(C)
來函檔號 Your Ref. :
電郵 Email : robingill@mpfa.org.hk

9 August 2010

Circular Letter: SU/CTC/2010/001

To: All Approved Trustees and MPF Corporate Intermediaries

Dear Sir/Madam,

Impersonation of MPF Scheme Members

The Authority notes with concern the recent trend of complaints received regarding MPF intermediaries posing as scheme members to obtain information such as members' account numbers, employers' plan numbers etc.

The Authority remains extremely concerned about such misconduct and the improper use of members' personal information by MPF intermediaries. Such acts are in breach of the general principle referred to in paragraph 1 of chapter 3 of the Code of Conduct for MPF Intermediaries which requires business to be conducted "in good faith and with integrity at all times". The impersonation of scheme members may also constitute a criminal offence. You should therefore ensure that your MPF intermediaries clearly understand their duties under the Code and the consequences of any breach.

In addition to considering de-registering intermediaries found to be engaging in this conduct, the Authority may refer cases to the relevant enforcement agencies, if the situation warrants.

Trustees will recall the contents of the Authority's Newsletter to them dated 25 June 2010 in particular, paragraph 2.1 which read -

“The Authority notes that some MPF intermediaries appear to be pretending to be members and calling trustees’ hotlines to enquire about details and the transfer status of the accounts without the authorization of the relevant members. The Authority is extremely concerned about such misconduct and the improper use of members’ personal information by MPF intermediaries. Approved trustees are reminded that such acts are in breach of the Code of Conduct for MPF Intermediaries and may constitute criminal offences. In view of the seriousness of the matter, approved trustees are encouraged to alert their promoters and MPF intermediaries about this issue and put in place control measures.”

Trustees are now requested to inform the Authority of the action they have taken to address this issue since the release of the June Newsletter. Please respond within one month from the date of this letter.

Thank you for your attention.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Robin Gill', with a horizontal line underneath the name.

(Robin Gill)
Chief Manager
Supervision Division