



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

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22 September 2003

Circular Letter: SU/CTR/2003/009

To: All Approved Trustees of Registered Schemes

Dear Sirs,

Performance Pledges for MPF Service Providers

I am writing to inform you that the Authority has drawn up a set of performance pledges in respect of its services provided for MPF service providers. We are committed to providing professional and efficient services in order to facilitate service providers in scheduling their applications to the Authority and in related work planning.

Details of the performance pledges are listed in the attached tables for your information. The service standards will serve to provide a general reference of the time frame for various processes. However, the actual processing time may vary, depending on factors such as complexity of the specific case and the time taken by the service providers to respond to the Authority's queries. We welcome feedback on the actual service standards attained and suggestions for improvement.

Should you have any questions about the content of this circular letter, please feel free to contact your case officer at the Authority.

Yours faithfully,

(Ms Hendena Yu)
Chief Operating Officer (Compliance)

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MANDATORY PROVIDENT FUND SCHEMES AUTHORITY

PERFORMANCE PLEDGES FOR MPF SERVICE PROVIDERS

We pledge at least 95% achievement of the service standards listed in the following tables.

I. Trustees

| | Service | Pledge |
|-----|---|--|
| (1) | Process applications for approval of trustees | Issue acknowledgement letters within 7 working days of receipt of applications. Approve applications within 2 months after receipt of all required information and documents. |
| (2) | Process applications for change of trustee' s particulars and change of controllers | Complete processing of applications within 6 weeks after receipt of all required information and documents. |
| (3) | Process applications for approval as approved overseas banks or approved overseas trust companies | Issue acknowledgement letters within 5 working days of receipt of applications. Approve applications within 6 weeks after receipt of all required information and documents. |

II. Investment Products

| | Service | Pledge |
|-----|---|--|
| (1) | Process applications for registration of schemes, constituent funds and pooled investment funds | Issue acknowledgement letters within 7 working days of receipt of applications. Complete registrations within 3 months after receipt of all required information and documents. |
| (2) | Process applications for approval of ITCIS products | Respond to applicants within 1 month after receipt of all required information and documents. |

| | Service | Pledge |
|-----|--|--|
| (3) | Process applications for amendments to constitutive and offering documents of registered schemes or approved pooled investment funds | Complete processing of amendments within 2 months after receipt of all required information and documents. |
| (4) | Process applications for approval of participation agreements | Approve applications within 1 month after receipt of all required information and documents. |

III. Enrolments and Withdrawals

| | Service | Pledge |
|-----|---|---|
| (1) | Process monthly returns of enrolment from trustees | Issue participation certificates within 1 month after receipt of monthly returns. |
| (2) | Process applications for certified true copies or re-issuance of participation certificates | Issue participation certificates within 1 month after receipt of applications. |
| (3) | Process applications for withdrawal on ground of permanent departure | Issue consent letters within 14 calendar days after receipt of applications. |

IV. Intermediaries

| | Service | Pledge |
|-----|--|--|
| (1) | Process applications for registration as MPF corporate and individual intermediaries | Complete registrations within 1 month after receipt of all required information and documents. |

V. Enquiries Handling

| | Service | Pledge |
|-----|---|---|
| (1) | Answer enquiries from service providers | Reply within 10 working days on general issues or send an interim reply within 7 working days if immediate reply is not possible on matters requiring research. |