



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

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10 May 2003

Circular Letter: SU/CTR/2003/006

To: All Approved Trustees and Service Providers

Dear Sirs,

Enquiries from Approved Trustees and Service Providers

From time to time, the Authority receives verbal and written enquiries from staff and intermediaries of approved trustees and service providers. These enquiries are usually received through our hot lines or directed to our call centre.

As you are probably aware, our hotline service and call centre are set up with the purpose of facilitating the general public to obtain information and to lodge complaints on issues relating to mandatory provident fund (“MPF”) system and occupational retirement (“ORSO”) schemes. These facilities are not for servicing staff and intermediaries of approved trustees and service providers.

In view of approved trustees and service providers may have their own legal interpretations and practices in handling MPF / ORSO issues, it may not be appropriate for the Authority to answer enquiries from trustees and service providers. Staff and intermediaries of approved trustees and service providers should seek assistance from their own compliance / legal departments.

From now on, the Authority will no longer handle enquiries from staff and intermediaries of approved trustees and service providers. Instead, the enquirers will be advised to seek assistance from their own compliance / legal departments.

Approved trustees and service providers are advised to set up procedures for enquiries relating to MPF / ORSO as guidelines for their staff and intermediaries as well as to draw their attention to this circular letter.

Should you have any queries, please feel free to contact your case officer in the Authority.

Yours faithfully,

(Hendena Yu)
Chief Operating Officer (Compliance)