



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/COT/2003/002

To : All Corporate and Individual trustees/administrators of ORSO schemes

Dear Sirs,

Performance Pledges for ORSO schemes

As the Registrar of Occupational Retirement Schemes, the MPFA is responsible for the effective administration and regulation of ORSO schemes with the aim of safeguarding the interests of scheme members. To this end, we are committed to rendering professional and efficient services to the relevant parties. We are setting out in the attached leaflet the standard processing or response time we pledge to achieve in processing applications and providing other services pertaining to ORSO schemes.

As trustees or administrators of ORSO schemes, you may wish to make reference to the pledged service standards in scheduling your applications and related work planning. Please also distribute the leaflet for reference by other relevant parties, including the employers. We welcome feedback on the actual service standards attained and suggestions for improvement.

Should you have any question regarding the above, please contact Ms. Ida Ng at 2292 1505 or Ms. Michelle Leung at 2292 1128.

Yours sincerely,

(Hendena Yu)
Chief Operating Officer (Compliance)



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PERFORMANCE PLEDGES FOR ORSO SCHEMES

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

	Service	Service Standard	Applicable Schemes
(1)	Process applications by trustees/administrators or employers for registration/exemption of ORSO schemes	Complete processing within 1 month. (Note)	Both MPF - exempt and non MPF - exempt
(2)	Process applications by the public for search on the register of ORSO registered/exempted schemes	<ul style="list-style-type: none"> Provide copy of an entry in the register within 15 minutes upon receipt of application. Provide certified copy of an entry in the register within 20 minutes upon receipt of application. 	Both MPF - exempt and non MPF - exempt
(3)	Process applications by trustees/administrators or employers for withdrawal of ORSO registered schemes from pooling agreements	Complete processing within 6 weeks. (Note)	Both MPF - exempt and non MPF - exempt
(4)	Process applications by trustees for MPF exemption of relevant ORSO Registered Schemes (S.14 and 16 of the MPFS (Exemption) Regulation)	Complete processing within 10 days. (Note)	Only MPF - exempt
(5)	Process applications by trustees or employers for change of trustee or director of trustee	Complete processing within 2 weeks. (Note)	Only MPF - exempt
(6)	Process applications by employers for withdrawal of MPF exemption certificates	Complete processing within 1 month. (Note)	Only MPF - exempt
(7)	Process notifications of changes by trustees/administrators or employers on names and addresses of employers, administrators, designated persons or trustees	Complete processing within 2 weeks. (Note)	Both MPF - exempt and non MPF - exempt
(8)	Issue Payment Advice to remind employers on periodic fee payment	Issue payment advice 1 month before the periodic fee due date.	Both MPF - exempt and non MPF - exempt
(9)	Issue Official Receipt to acknowledge receipt of periodic fee payment by employers	Issue official receipt within 8 working days after clearance of cheques received.	Both MPF - exempt and non MPF - exempt

Note : An essential part of processing is to verify and check the information and documents supplied by the applicants and relevant parties. Thus processing cannot be completed unless all the required information has been submitted and proper documentation ensured by the applicants. The pledged processing time means the time required after the receipt of all the required information and documents.