



July 2018

Change of the Administrator of HSBC Mandatory Provident Fund – SuperTrust Plus and HSBC Mandatory Provident Fund – ValueChoice (collectively, the “HSBC Master Trusts”)

Frequently Asked Questions (“FAQ”) to Participating Employers, Employee Members, Self-employed Members and Deferred Members of the HSBC Master Trusts (each, the “Scheme Participant”, and collectively, the “Scheme Participants”)

Terms not defined in this FAQ have the same meanings as in the ‘Principal Brochures’ of each of the HSBC Master Trusts.

1 When will the change of the Administrator take effect and who is the new Administrator?

The Hongkong and Shanghai Banking Corporation Limited (the “**HSBC Bank**”) will take over from HSBC Life (International) Limited as the Administrator of the HSBC Master Trusts from 1 November 2018 (the “**Effective Date**”).

2 What is the reason for changing the Administrator?

HSBC Bank acting as the Administrator of the HSBC Master Trusts going forward would demonstrate HSBC’s commitment to members to position MPF business by integrating into HSBC Bank’s core business to enable a centralised management of the pension operation and services under HSBC Bank in the interests of the Scheme Participants.

3 How will this change of the Administrator impact me as a Scheme Participant?

There will not be any change or suspension to the current services or offerings that are being provided to you. All existing contact points with the HSBC Master Trusts will remain the same and, as the Scheme Participant, no action is required on your part to continue to enjoy the services that you are being provided.

4 Will there be any change in services or administration arrangements (e.g. contribution payments, transfer in or out arrangements, etc.) as a result of the change of the Administrator?

No. There will be no suspension on any services (e.g. HSBC MPF Employer/Member Hotline, Business Internet Banking/Personal Internet Banking and Interactive Voice Response System) or any changes in administration arrangements. No action is required on your part as the Scheme Participant to continue to enjoy the services that are being provided. All your existing contact points with the HSBC Master Trusts will also remain the same.

5 Will my account balances or accrued benefits as well as investment option be affected as a result of the change of the Administrator?

The change of the Administrator will not affect your account balances or accrued benefits under the HSBC Master Trusts and investment option in the HSBC Master Trusts.

6 Will I pay more management fees due to the change of the Administrator?

No. Management fees of all the Constituent Funds under the HSBC Master Trusts will not be affected as a result of the change of the Administrator.

7 How will the change of the Administrator be communicated to the Scheme Participants?

The change will be communicated to the Scheme Participants through different channels:

- This FAQ and supplement to each of the ‘Principal Brochures’ of the HSBC Master Trusts have been posted on the HSBC MPF website at www.hsbc.com.hk/mpf
- Notice to all the Scheme Participants will be sent by post or by Personal Internet Banking (as the case may be) at least one month before the Effective Date
- The same notice has been posted on the HSBC MPF website

8 Do I need to bear the costs and expenses of the change of the Administrator exercise?

No. None of the costs and expenses associated with the change of the Administrator will be passed onto nor will reimbursement be sought from the Scheme Participants.

9 Is there any impact on the currently used administrative services as a Scheme Participant?

There is no adverse impact on your currently used administrative services as a Scheme Participant. You can still access the same (i) HSBC MPF Member Hotline on (852) 3128 0128 and (ii) HSBC MPF Employer Hotline on (852) 2583 8033.

There is no change to the existing mailing address of the Administrator and customer service email address.

Regarding the contents of the administration forms, the name of the Administrator will be changed from HSBC Life (International) Limited to The Hongkong and Shanghai Banking Corporation Limited. The format of the forms will also be slightly different.

10 Is there any change to my PIN and password?

Your PIN and password would not be changed and so you can log in to your account via Business Internet Banking/Personal Internet Banking or Interactive Voice Response System by using your existing PIN and password.

11 Is there any change in terms of how I make contributions in the future?

There is no change in terms of how you will make contributions in the future.

12 What should I do if I have further questions about the change in the Administrator?

Supplement to each of the 'Principal Brochures' of the HSBC Master Trusts have been issued to reflect the changes and the consequential changes associated with the changes. For further details of the changes, please refer to the relevant supplements which have been available on the HSBC MPF website at www.hsbc.com.hk/mpf.

[For employee members, self-employed persons and deferred members]

You may contact the HSBC MPF Member Hotline on (852) 3128 0128.

[For participating employers]

You may contact HSBC MPF Employer Hotline on (852) 2583 8033.

Issued by The Hongkong and Shanghai Banking Corporation Limited, HSBC Provident Fund Trustee (Hong Kong) Limited and HSBC Life (International) Limited.

Note: Investment involves risks. Past performance is not indicative of future performance. The value of financial instruments, in particular stocks and shares, and any income from such financial instruments, may go down as well as up. For further details including the product features and risks involved, please refer to the relevant 'Principal Brochure'.