

HSBC MPF Member Service Guide



Important notes

- ◆ The HSBC Mandatory Provident Fund – SuperTrust Plus is a mandatory provident fund scheme.
- ◆ You should consider your own risk tolerance level and financial circumstances before making any investment choices. When, in your selection of funds, you are in doubt as to whether a certain fund is suitable for you (including whether it is consistent with your investment objectives), you should seek financial and/or professional advice and choose the fund(s) most suitable for you taking into account your circumstances.
- ◆ You should consider your own risk tolerance level and financial circumstances before investing in the MPF Default Investment Strategy. You should note that the DIS constituent funds, namely, the Core Accumulation Fund and the Age 65 Plus Fund, may not be suitable for you, and there may be a risk mismatch between the DIS constituent funds and your risk profile (the resulting portfolio risk may be greater than your risk preference). You should seek financial and/or professional advice if you are in doubt as to whether the DIS is suitable for you, and make the investment decision most suitable for you taking into account your circumstances.
- ◆ You should note that the implementation of the DIS may have an impact on your MPF investments and benefits. We recommend that you consult with the Trustee if you have doubts on how you are being affected.
- ◆ The Guaranteed Fund invests solely in an approved pooled investment fund in the form of an insurance policy provided by HSBC Life (International) Limited. The guarantee is also given by HSBC Life (International) Limited. Your investments in the Guaranteed Fund, if any, are therefore subject to the credit risks of HSBC Life (International) Limited. Please refer to the 'Warning' section under 'Guaranteed Fund' in Part II – Fund Structure of the 'Principal Brochure' for details of the credit risk.
- ◆ The guarantee in the Guaranteed Fund only applies under certain conditions. Please refer to the 'Guarantee features' section under 'Guaranteed Fund' in Part II – Fund Structure of the 'Principal Brochure' for full details of the guarantee features and Guarantee Conditions, including the guarantee features in the context of payment of benefits in instalments.
- ◆ MPF Benefits, AVC Benefits and TVC Benefits payable on a member's 65th birthday or early retirement on or after his/her reaching age 60 can be paid in one lump sum or in instalments, at the member's election (in such form and on such terms as the Trustee may, to the extent not prohibited by the 'MPF Ordinance' or General Regulation, prescribe). Please refer to the 'Payment of MPF Benefits, AVC Benefits and TVC Benefits' section under 'Payment of benefits' in Part I – Product Information of the 'Principal Brochure' for full details.
- ◆ You should not invest based on this document alone and should read the 'Principal Brochure'.
- ◆ 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 'Principal Brochure'.

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MPF quick facts

Coverage

If you're an employee or a self-employed person (SEP) and aged 18 and under 65, you're required to join MPF scheme unless you're exempted.

Employees are those who are i) employed for 60 days or more under a continuous contract of employment, or ii) employed as a casual employee in construction or catering industries and employed on a day-to-day basis or for a short-term fixed period of less than 60 days.

SEP is a sole proprietor, a partner in a business, or work for oneself and not employed as an employee by another party.

Personal accounts are for you to keep your accrued benefits derived from former employment or self-employment. You can transfer your accrued benefits to a personal account of your choice when you cease employment or self-employment.

Exempt persons include:

- ◆ domestic employees,
- ◆ self-employed licensed hawkers,
- ◆ people covered by statutory pension or provident fund schemes, such as civil servants and subsidised or grant school teachers,
- ◆ members of occupational retirement schemes which are granted exemption certificates,
- ◆ non-permanent residents from overseas who enter Hong Kong for employment for less than 13 months, or who are covered by overseas retirement schemes, and
- ◆ employees of the European Union Office of the European Commission in Hong Kong.

Relevant income refers to all monetary payments paid or payable by your employer to you as an employee, including wages, salary, leave pay, fees, commissions, bonuses, gratuities, perquisites or allowances, but excluding severance payments or long service payments.

Mandatory contributions

If you're an employee, your employer must contribute 5% of your relevant income per month subject to the maximum relevant income level and you're required to match the portion unless your relevant income is below the minimum relevant income level.

For SEP, you're required to contribute 5% of your relevant income subject to the minimum and maximum relevant income level, refer to page 17 for details.

Voluntary contributions

In addition to mandatory contributions, you can consider to make Tax Deductible Voluntary Contributions (TVC) or Flexi-contributions to save for your retirement goal. If you're an employee, you can make voluntary contributions through your employer by deducting from your salary.



1. Welcome to HSBC MPF

Whether you're an employee, a self-employed person, a personal account or a TVC account holder, HSBC MPF can help you plan and save for a comfortable retirement.

We offer a wide range of constituent funds to suit your investment needs. Our comprehensive services allow you to be always in control and have lots of ways to manage your MPF anytime, anywhere with ease, for example online, by phone or at an ATM.

Your questions answered

You'll find answers to common questions in this guide, like how to manage your MPF account(s), make voluntary contributions, switch constituent funds and withdraw your MPF balance. Or to find out more, you can:



visit the HSBC MPF website
www.hsbc.com.hk/mpf



search WeChat ID 'HSBC MPF' and follow our WeChat Official Account to keep updated. Virtual assistant 'Emma' can help you with general enquiry.



Getting
in touch
with us



call our HSBC MPF
Member Hotline on
3128 0128



Speak to an MPF specialist in one of our **designated HSBC branches**. Call the hotline or visit our website to find a branch with an MPF specialist near you.

2. Planning for your ideal retirement

We all want a comfortable retirement and that means careful planning, saving and investing. When planning for retirement, it's not as simple as saving a pot of money and spending it when you retire. There're a few key things to think about, such as:



How much do you need in retirement?

Your spending pattern after retirement may be very different from how you spend today. You'll need to think about what kind of retirement lifestyle you'd like.



Inflation

Your money might not go as far in the future as it does today.

So you need to consider how to invest to beat inflation in long term.



Longevity and medical bills

You may live longer than you expected, or have unforeseen medical bills.

The HSBC Retirement Monitor helps you stay on track

If you don't save enough, there's a chance you won't be able to lead the life you want. Even worse, you may need to postpone your retirement plan.

So we've developed the HSBC Retirement Monitor to help you understand how much you'll need to afford the type of retirement lifestyle that you desire.



What is your retirement expense going to look like?¹

The HSBC Retirement Monitor provides an objective answer to this basic question and it gives you an idea of the monthly budget you'll likely need for your desire retirement lifestyle.

The figures are based on research and analysis of actual retirement spending of retirees in Hong Kong. It's updated quarterly to allow for inflation and any changes in the spending patterns of retirees in Hong Kong. You can visit our website for up-to-date figures for all four lifestyles.

Basic lifestyle²

Make ends meet
Single HKD6,985
Couple HKD11,795

Modest lifestyle³

Be worry-free
Single HKD11,335
Couple HKD17,090

Comfortable lifestyle³

Be active
Single HKD21,770
Couple HKD29,195

Affluent lifestyle³

Travel the world
Single HKD38,540
Couple HKD50,810

¹ Data based on HSBC Retirement Monitor (June 2019)

² Assumption: Living in public housing

³ Assumption: Living in a private flat with no mortgage



TIPS

Armed with a retirement expense budget with the help of retirement monitor, you can then use our retirement planning calculator to work out how much you may need at retirement, and how much you would then need to save to achieve that target. You may consider making voluntary contributions to help achieving your retirement goal.



HSBC MPF helps you build your retirement reserve!

You can choose to make extra voluntary contributions to supplement your mandatory contributions and we've a few ways to do that!

1. Employee Voluntary Contributions (EEVC)

2. HSBC MPF Flexi-Contributions

3. Tax Deductible Voluntary Contributions (TVC)



Which voluntary contributions arrangement should I take?

To decide which voluntary contribution arrangement to enrol to, you may consider the characteristics of these three types of voluntary contribution accounts below and see which suits you the best.

	1. EEVC	2. Flexi-Contributions	3. TVC
Contribution method	Via employer payroll	Directly from you	Directly from you
Contribution frequency	Usually regularly	Flexible, monthly contribution from HKD300 or lump sum contribution from HKD1,000	Flexible, monthly contribution from HKD300 or lump sum contribution from HKD1,000
Tax-deductible	x	x	✓ Starting from 2019/2020 tax assessment year
Withdrawal condition	Usually at termination of employment	Anytime, subject to minimum HKD5,000 per withdrawal and up to 12 times per scheme financial period	Same condition as MPF mandatory contributions, please refer to page 16 for the conditions



How to open a voluntary contribution account?

For employees to make EEVC to the current employment contribution account, simply discuss with your employer for arrangement.

If you wish to open a Flexi-Contributions or a TVC account with us, you may simply:

1. come visit our MPF specialist in a designated branch; or
2. call the member hotline; or
3. download the relevant application form from our website, complete and send back to us.

Flexi-Contributions		TVC
Flexi-Contributions Application Form		Tax Deductible Voluntary Contribution Account Holder Application Form Form code: INTC
Employees Form code: INPC	Personal account holders Form code: INPH	

Get things started today and build for your ideal retirement!

Note: Employee voluntary contributions, Flexi-Contributions and Tax Deductible Voluntary Contributions are accepted at the discretion of the Trustee. The Trustee reserves the absolute right not to accept any employee voluntary contributions, Flexi-Contributions and Tax Deductible Voluntary Contributions at any time.








3. Managing your account, your way





Your HSBC MPF account(s) can be accessed through our integrated internet banking where you can manage your other HSBC account(s), providing you the convenience of one-stop wealth management.

Managing MPF – at a glance

	HSBC Internet Banking or MPF website	Member hotline 3128 0128	HSBC or Hang Seng Bank ATMs	Mail statements	MPF specialist in designated HSBC branches
 Account service (set up or consolidate MPF account(s), make voluntary contributions etc.)					✓
 Check account and fund balance	✓	✓	✓ (Account balance only)	✓	✓
 Check latest contribution	✓	✓	✓		✓
 Switch constituent funds	✓ (For portfolio rebalance, asset switch and contribution redirection only)	✓ (For portfolio rebalance and contribution redirection only)			✓
 Change internet banking password, personal details or MPF phone PIN	✓ (Change internet banking password or personal details)	✓ (Change MPF phone PIN only)			✓
 View latest unit prices by fund	✓	✓			✓
 View fund information	✓				✓



a. HSBC Personal Internet Banking

If you're already a registered internet banking user, your MPF account will be linked automatically using the document number provided during registration (for example HKID card or passport). Simply use the same login and password to access and manage your wealth portfolio and MPF account at the same time.

If you've not registered internet banking, you can do so with your ATM PIN, phonebanking PIN, credit card PIN or your MPF details and start managing your MPF online.

What you'll find online





b. HSBC MPF Member Hotline

Call our 24-hour member hotline and let us assist you with the interactive voice responsive service. Or you can speak to our customer service representative between 8:30am and 7:30pm on Mondays to Fridays, and 8:30am to 1:00pm on Saturdays, except public holidays.

Service options

Dial **3128 0128**

Choose your language, press

Cantonese

1

English

2

Putonghua

3

After choosing language

Enter your nine-digit MPF membership number and your six-digit MPF phone PIN **to log in**

OR

Waiting for your MPF phone PIN?

Lost or forgotten your MPF phone PIN? **Press #**

Once you've logged in, you can choose the services you need from the **Main Menu** or you can press ***0** to speak to our **customer service representative** during office hours.

In Main Menu, press

1 to check we've received your latest contribution

2 to check your MPF account and fund balances

After listening to your total account balance, you can check your account(s) in more detail:

Press **1** to check each fund

2 to check each account

3 to check personal account

3 to check the current unit prices

Press **1** to listen to the current unit prices of HSBC Mandatory Provident Fund – SuperTrust Plus

4 to change investment instructions

If you've got more than one MPF account, please listen carefully and choose the account you want to change.

Press **1** for current employment account or TVC account

2 for personal account

*** 0** to speak to the customer service representative

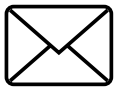
6 to change MPF phone PIN

***** to return to Help Menu at anytime during your call



c. HSBC ATMs

If you have an ATM card or credit card with HSBC, you can check your MPF account balance and latest contribution at any HSBC or Hang Seng Bank ATM in Hong Kong.



d. Mail statements

Consolidated bank statement: If you're an HSBC Jade, HSBC Premier, HSBC Advance or Personal Integrated Account customer, your MPF account balance is included in your monthly consolidated statement, unless your account is a joint account.

MPF annual benefit statement: We'll send you a yearly member benefit statement with all your MPF account information. You can also sign up to receive your annual benefit statement electronically through HSBC Personal Internet Banking.



e. Designated HSBC branches

Visit one of our designated branches to speak to an MPF specialist in person. Find a branch with an MPF specialist near you on our website or call the member hotline on 3128 0128 for more details.



Follow HSBC MPF WeChat Official Account to keep posted with the latest MPF updates, account management and retirement planning information. Virtual assistant 'Emma' will answer your general enquiry anytime, anywhere. Act now! Search our WeChat ID 'HSBC MPF' or scan the QR code to follow us!



4. Choosing constituent funds



Choosing your first investments

When you first join an HSBC MPF scheme, you need to make your first investment choice.

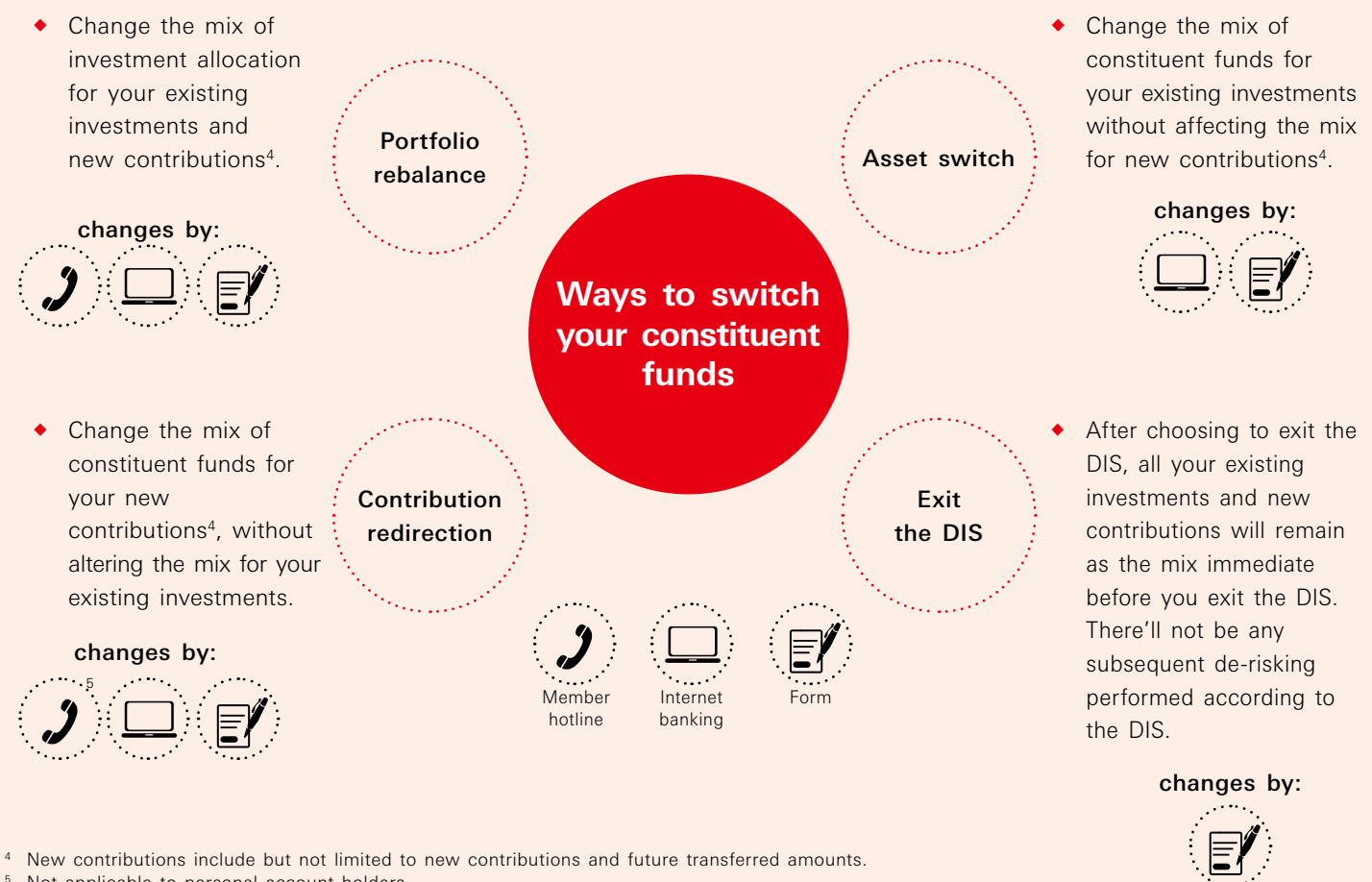
All the investment choices on the scheme can be found on the 'Principal Brochure' of our MPF scheme, which you can download from our website. You'll need to tell us what percentage of contributions you want to invest in each constituent fund, in whole percentage, for example 50% not 50.5%. If the total doesn't add up to 100%, or if you leave this section blank, your contributions will be invested in the Default Investment Strategy (DIS) in accordance with the MPF regulations.

The DIS is a ready-made investment arrangement and consists of two constituent funds, namely the Core Accumulation Fund and the Age 65 Plus Fund, that reduces the investment in high risk assets as you get near to retirement age. It's mainly designed for those members who aren't interested or don't wish to make an investment choice. Or if you find it suitable for your circumstances, you can also invest in the DIS with the automatic de-risking feature or invest in these two constituent funds as individual investment choices without de-risking feature. You can find out more about the DIS from the 'Principal Brochure' or on our website.

Switching constituent funds

It's a good idea to review your investments from time to time to check they're still right for you, or if they're still alongside with your lifestyle, your goals or your circumstances.

There're four ways you can change your investments. But if you want to make changes to more than one account, you'll need to change each one separately.



⁴ New contributions include but not limited to new contributions and future transferred amounts.

⁵ Not applicable to personal account holders



TIPS

It takes a few days to make the changes. We'll process your instruction within 5 business days after the date of receipt of your completed instruction by mail.

If you submit the instruction through internet banking or member hotline, the unit prices at which your assets are sold and purchased will depend on the time you submit your instruction.

- ◆ **By 4pm, Monday to Friday on a business day:** use that day's unit prices
- ◆ **After 4pm or on a non-business day:** use the unit prices of the next business day

Note:

The arrangement for changing the investment instructions under gale/storm signal and/or black rainstorm warning signal issued by the Hong Kong Observatory on a business day is as follows:

If No. 8 or above gale/storm signal and/or black rainstorm warning signal (Warning Signal) is hoisted before 9am and still in force at 12 noon on a business day, the processing of changing the investment instructions scheduled on that business day will be postponed to the next business day.

If the Warning Signal is hoisted after 9am or is cancelled at or before 12 noon, the processing of changing the investment instructions scheduled on that business day will continue according to normal procedures.

The above arrangement is provided for reference only and may be subject to change from time to time without notice.

5. Consolidating your accounts

Why consolidate your MPF accounts

You may get a new MPF account every time you move to a new employer. Managing them all separately can be a hassle, especially when you haven't checked the account(s) for a while, you may forget the account details. So you may want to bring them all together in one place for easier management.



Call our member hotline or speak to our MPF specialists in a designated branch to get started. You can also find useful information on MPF Academy on our website to learn more.

Employee Choice Arrangement (ECA)

You can transfer your accrued benefits attributable to your own employee mandatory contributions made under your current employment (so for employee mandatory contributions only) to a personal account with HSBC MPF or any MPF scheme of your choice once every calendar year, that is 1 January to 31 December.

Besides, you may transfer your accrued benefits derived from mandatory contributions from former employment(s) in your contribution account to a personal account or another contribution account with HSBC MPF or any MPF scheme of your choice at any time.

Note: Even if you've exercised your transfer right under ECA, the new MPF contributions, including both employer and employee mandatory and voluntary contributions for subsequent contribution periods will continue to be made to the MPF scheme of your current employer's choice but not to the new scheme of your choice.

6. Changing your job

Letting us know

Your employer will report your departure and make the last contribution to your MPF account. You can check whether they've done so by checking your account online, through member hotline or at an ATM.

What to do with your MPF accrued benefits

Generally, you need to retain your accrued benefits derived from mandatory contributions in an MPF account when you change jobs.

You can choose from the options below to transfer your accrued benefits when you've ceased employment:

to an HSBC MPF Personal Account

OR

to the MPF scheme arranged by your new employer

OR

to another MPF scheme of your choice

If we do not receive your instruction within **three months** of notification that you've ceased employment, your accrued benefits will be **automatically transferred to a personal account in the existing HSBC MPF scheme** as prescribed under the MPF legislation.

Refund on long service payment (LSP) or severance payment (SP)

By law, employers can offset LSP or SP made with the vested accrued benefits derived from the employer's mandatory and voluntary contributions (including ORSO transfers) under an MPF scheme, subject to a maximum offsetting amount of HKD390,000.

Employer can request for a refund of the relevant amount from your MPF account after they've made the payment to you and the refund will be made in the order on the right.

1. Employer voluntary contributions⁶ (if any)

2. Employer's ORSO transfers⁶ (if any)

3. Employer special contributions⁶ (if any)

4. Employer mandatory contributions

⁶ Only applicable for vested portion

7. Claiming your accrued benefits

You'd usually need to leave your mandatory contributions and TVC benefits in the MPF account(s) until you're aged 65, but there're other times you can withdraw such benefits before then.

You or the claimant will need to fill out the relevant form below and provide relevant supporting documents to withdraw the MPF accrued benefits. You can download the forms on our website and the required supporting documents are listed on the forms.

Reason for withdrawing accrued benefits	
When you retire	Normal retirement at age 65
	Early retirement between age 60 and 64
Relevant form:	Claim Form for Payment of MPF Accrued Benefits (Benefits) on Grounds of Attaining the Retirement Age of 65 or Early Retirement
Form code:	INPR
Other reasons	Permanent departure from Hong Kong
	Total incapacity
	Terminal illness
	Small balance ⁷
	Death
Relevant form:	Claim Form for Payment of MPF Accrued Benefits (Benefits) on Grounds of Permanent Departure from Hong Kong/Total Incapacity/Terminal Illness/Small Balance/Death
Form code:	INPO

⁷ If you wish to claim with reason of small balance, you need to satisfy all of the following conditions; i) your total account balance is less than HKD5,000; ii) as at the date of the claim application, at least 12 months have elapsed since the contribution day in respect of the latest contribution period for which a mandatory contribution is required to be made to any registered scheme; iii) you don't have any accrued benefits kept in other registered scheme; and iv) you don't intend to be employed or self-employed.



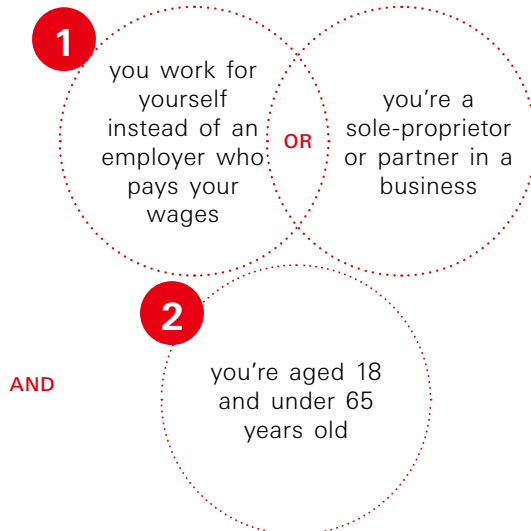
TIPS

You can withdraw your accrued benefits in one lump sum or in instalments if you claim with reason of normal retirement or early retirement.

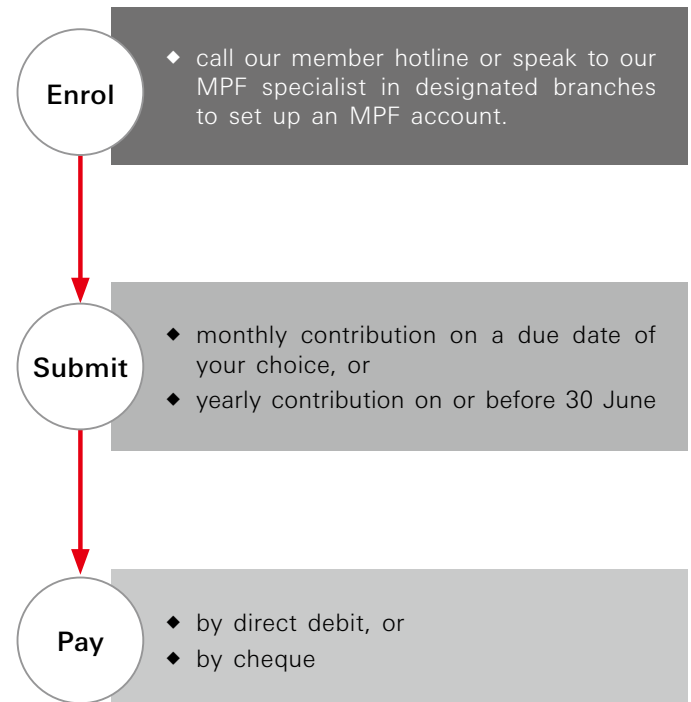
8. Signing up as a self-employed person

Under MPF legislation, self-employed person (SEP) is required to enrol in an MPF scheme and make contributions. The contribution is 5% of the relevant income subject to the maximum relevant income level. If the relevant income is below minimum relevant income level, no contribution is required but the SEP still need to be enrolled into an MPF scheme.

You're a SEP if:



There're three simple steps to register as a SEP:



The Mandatory Provident Fund Schemes Authority could impose fine and/or send you to prison if you fail to enrol in an MPF scheme, fail to pay mandatory contributions or fail to report cessation of self-employment.



TIPS

Let us know in writing before your next contribution if you're no longer a SEP.

9. Finding out more

For more information, call the HSBC MPF Member Hotline on **3128 0128**, speak to our MPF specialist in designated branches or visit **www.hsbc.com.hk/mpf**. You can also search WeChat ID 'HSBC MPF' and follow HSBC MPF WeChat Official Account to keep updated. Virtual assistant 'Emma' can help you with general enquiry.

10. Notes

- ◆ It is important that you read this publication in conjunction with the accompanying 'Principal Brochure' which contains more detailed information about HSBC Mandatory Provident Fund – SuperTrust Plus including information on the fund structure, risk involved, fee table and of our ability to alter these fees and charges in the future.
- ◆ The information contained in this publication is for reference only and the provisions of the Mandatory Provident Fund Schemes Ordinance, other applicable legislation/regulations and guidelines or announcements published by the Mandatory Provident Fund Schemes Authority shall prevail.
- ◆ Additional voluntary contributions, Flexi-Contributions and Tax Deductible Voluntary Contributions are accepted at the discretion of the Trustee. The Trustee reserves the absolute right not to accept any additional voluntary contributions, Flexi-Contributions and Tax Deductible Voluntary Contributions at any time.
- ◆ HSBC Provident Fund Trustee (Hong Kong) Limited accepts responsibility for the accuracy of the information contained in this publication only at the date of publication.

