

Dear MPF members,

HSBC MPF cordially invites you to join our investment seminar specially arranged for MPF members of The Hong Kong SAR Government MPF Scheme. This seminar is completely free of charge and will be conducted in Cantonese. Seats are limited and will be allocated on a first-come-first-served basis. Details are as follows:

Session 1 (Cantonese) Date: 17 November 2022 (Thursday), Time: 6:30pm to 7:30pm

Session 2 (Cantonese) Date: 1 December 2022 (Thursday), Time: 6:30 pm to 7:30pm

Topic: Review on HSBC MPF funds and services

Venue: 2/F, Tower 1, HSBC Centre, 1 Sham Mong Road, Kowloon

To enroll, please complete the following reply slip and fax it to us on 2269 3085.

**To: HSBC MPF
Pensions
Fax: 2269 3085**

Reply Slip

HSBC MPF Member Seminar

(Exclusively for MPF members of The Hong Kong SAR Government MPF scheme)

Personal particulars:

MPF membership ID*

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(i.e. the MPF membership ID shown on your HSBC MPF Member Benefits Statement)

Name* _____

Daytime contact number* _____

Email address _____

Session (please choose) Session 1 Session 2

Registration will be on first-come-first-served basis. In general, confirmation will be sent via email within 7 working days after the receipt of your reply slip. A reminder will be sent via email or by phone at least 3 working days prior to the seminar. If you do not receive confirmation by the said date is advised to contact the member service hotline on 3128 0033. Our customer service representatives will be pleased to assist you.

Personal Information Collection Statement:

Any personal data collected through this Reply Slip will be used by The Hongkong and Shanghai Banking Corporation Limited solely for administering the investment seminar and matters in connection therewith. Please note that it is necessary for you to provide some personal data marked with asterisks (*) on the Reply Slip. Failure to provide your information may result in us being unable to perform the registration for you. Personal data held by us relating to a Participating Member will be kept confidential but such information may be provided by us or any of our service providers to the following parties for the purpose set out above:- (i) any service provider, agent or contractor who provides administrative, telecommunications, computer, payment, data processing, matching, storage, customer research or survey or other services in connection with the operation of our MPF business; (ii) relevant Participating Employer; (iii) entities of the HSBC Group. Such information may be transferred to a place outside Hong Kong Special Administrative Region. You have the right to request access to and correction of your personal data held by us. Request should be addressed to: The Data Protection Officer, HSBC Provident Fund Trustee (Hong Kong) Limited, c/o The Hongkong and Shanghai Banking Corporation Limited, PO Box 73770 Kowloon Central Post Office. Nothing in this Statement shall limit the rights of data subjects under the Personal Data (Privacy) Ordinance.

The Hongkong and Shanghai Banking Corporation Limited
香港上海滙豐銀行有限公司

PO Box 73770, Kowloon Central Post Office, Kowloon, Hong Kong
九龍中央郵政信箱73770號

親愛的強積金成員：

滙豐強積金誠意邀請你參加我們特別為香港特別行政區政府強積金計劃成員所舉辦的投資講座。講座費用全免，將以粵語講解，名額有限，先到先得。講座詳情如下：

第一節(粵語)日期：2022年11月17日(星期四)，時間：晚上6時半至7時半

第二節(粵語)日期：2022年12月1日(星期四)，時間：晚上6時半至7時半

主題：滙豐強積金 基金及服務回顧

地點：九龍深旺道1號滙豐中心1座2樓

報名登記，請填妥以下回條並傳真至 2269 3085。

致：**滙豐強積金**

退休金

傳真：**2269 3085**

回覆函

滙豐強積金成員講座

(香港特別行政區政府強積金計劃成員尊享)

個人資料：

強積金成員編號*

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(即滙豐強積金成員權益報表上的強積金成員編號)

姓名*

日間聯絡電話*

電郵地址

場次(請選擇)

第一節

第二節

名額有限，報名將以先到先得為準。我們一般會在收到回覆函七個工作天內以電郵與閣下確認登記之事宜。另於講座前三個工作天或之前，以電郵或致電閣下予以提示。倘若閣下在所述時間仍未收到滙豐強積金的確認通知，請致電3128 0033與成員服務熱線的職員聯絡。我們的客戶服務代表樂意為你提供協助。

收集個人資料聲明：

回覆函上所收集之任何個人資料，香港上海滙豐銀行有限公司僅用於登記是次講座及其相關的事宜。請你在回覆函上標有(*)的欄目，提供所需的個人資料。如你未能提供，我們可能無法為你處理是次講座的登記。由我們持有參與成員的個人資料將予保密，但我們或任何我們的服務供應商可能會將該等資料提供給以下各方作上述的用途：(i)任何提供與營運我們的強積金業務有關的行政、電訊、電腦、付賬、數據處理、核對、儲存、客戶研究或調查或其他服務的任何服務供應商、代理人或承包商；(ii)相關的參與僱主；(iii)滙豐集團成員。該等資料可能轉移至香港特別行政區以外的地方。你有權要求查閱及更改由我們持有你的個人資料。如有需要，可致函九龍中央郵政信箱73770號(c/o)香港上海滙豐銀行有限公司，向HSBC Provident Fund Trustee (Hong Kong) Limited資料保障主任提出要求。本聲明中的任何條文均無限制資料當事人在個人資料(私隱)條例下所享有的權利。

The Hongkong and Shanghai Banking Corporation Limited

香港上海滙豐銀行有限公司

PO Box 73770, Kowloon Central Post Office, Kowloon, Hong Kong

九龍中央郵政信箱73770號

Dear members of the HKSAR Government MPF scheme,

**Member Satisfaction Survey
for Financial Year 2021–2022**

The first 800 respondents will receive a supermarket cash coupon of HKD100

To better understand the needs and views of members, you are cordially invited to give comment on our MPF service through the enclosed Member Satisfaction Questionnaire. Your valuable feedback will help us improve service quality and understand the continuing needs of scheme members. Kindly please take a few minutes to complete the questionnaire. Any information you provided will be used for generic analysis only. If you have any particular issue requiring our follow up action, please write on the questionnaire and we will contact you as soon as possible.

The first 800 respondents who return to us completed Questionnaire on or before 31 October 2022 will get a HKD100 supermarket cash coupon from HSBC MPF. In case of any disputes arising from this event, the decision of HSBC MPF shall be final.

Normally, supermarket cash coupon will be delivered to your correspondence address as recorded on our system between 15 December 2022 and 31 December 2022. For any enquiries, please call our member service hotline on 3128 0033. Our customer service representatives will be happy to assist you.

Yours faithfully,
HSBC MPF

This is a computer-generated letter; signature is not required.

親愛的香港特別行政區政府強積金計劃成員：

**2021 - 2022 財政年度
成員滿意程度調查**

首800位回覆者可獲超級市場現金券價值港幣100元

為更了解成員的需要及其看法，現誠邀閣下對我們的強積金服務提出你的意見。你的寶貴意見將有助我們持續了解計劃成員的需要及優化有關服務。問卷調查需時約數分鐘，你所提供的資料將會用作綜合分析。閣下亦可於問卷上提出個別需要處理的事宜，我們於收悉後會盡快聯絡閣下並作出跟進。

於2022年10月31日或之前首800位交回問卷的回覆者，可獲得滙豐強積金送出的超級市場現金券港幣100元(如有任何關於禮券安排的異議，滙豐強積金保留最終決定權)。

一般而言，超級市場現金券將於2022年12月15日至2022年12月31日期間寄往得獎人在本公司所登記之通訊地址。如有任何疑問，請致電3128 0033與成員服務熱線的職員聯絡。我們的客戶服務代表樂意為你提供協助。

滙豐強積金
謹啟

電腦編印函件不需簽署。

**Only for existing members of the HKSAR Government MPF scheme
只適用於香港特別行政區政府強積金計劃的現有成員**

Member Satisfaction Survey – HSBC Mandatory Provident Fund – SuperTrust Plus – Financial Year:
1 July 2021 – 30 June 2022

成員滿意程度調查 – 滙豐強積金智選計劃 – 財政年度：2021年7月1日至2022年6月30日

**Get a chance to win “HKD100 supermarket cash coupon” by completing the online survey[#] OR
this questionnaire (first 800 respondents)
完成網上問卷 或 本問卷即有機會贏取「港幣100元超級市場現金券」(首800名回覆者)**

PLEASE RETURN THE COMPLETED QUESTIONNAIRE THROUGH ANY OF THE FOLLOWING CHANNELS ON/ BEFORE 31 OCTOBER 2022

請將完成的問卷於二零二二年十月三十一日或之前經以下任何一個渠道交回

- 1) Website (for Online Survey[#]) 網頁連結(網上問卷調查[#]) ▷▷ www.hsbc.com.hk/mpf/gov-survey or 或
- 2) BY FAX: 2269 3085 傳真至: 2269 3085 or 或
- 3) PERSONNEL REGISTRY OF YOUR BUREAU/DEPARTMENT 所屬部門的人事部 or 或
- 4) MAIL TO THE ADDRESS PRINTED AT THE BACK OF THIS QUESTIONNAIRE 郵寄到問卷背頁之地址

Name* 姓名:	Tel. No.* 電話號碼:	MPF membership number** 強積金成員編號:	2
(Mr先生 Ms女士 Miss小姐)			

* REQUIRED 必須填寫

As shown on your benefit statement. If the MPF membership number incorrect or not provided, this questionnaire will not be processed. 與權益報表所顯示的強積金編號相同。如該成員編號不正確或沒有提供，此問卷將不獲處理

Please rate HSBC MPF in the provision of the following service (Please put a “✓” in the appropriate box):
請對下列滙豐強積金所提供的服務作出評分(請於所選擇的方格內加[✓]號)：

Items for Satisfaction Survey 滿意程度調查的項目	N/A 不適用	Excellent 非常滿意	More than Satisfactory 很滿意	Satisfactory 滿意	Less than Satisfactory 不滿意	Unacceptable 非常不滿意
1 The information channels for members. Such as the website, app, IVRS, branches and ATMs 成員資訊渠道(例如：互聯網、「香港滙豐流動理財」應用程式、互動式話音回應系統、成員熱線、客戶服務中心包括滙豐銀行指定分行及自動櫃員機)						
2 The information in the benefit statement and the way it's presented 權益報表內所提供的資料或報表的格式						
3 The purchase of fund units and how your account is updated afterwards 購買基金單位及其後更新賬戶的資料						
4 Switching funds or changing investment mandates (Please select “N/A” if you have not used these services in the above financial year) 執行閣下的投資指示，包括基金調配及更改投資組合(如閣下於上述的財政年度並沒有使用這項服務，請選擇「不適用」)						
5 Member briefing sessions on selecting funds, service delivery and fund performance. (Please select “N/A” if you have not used these services in the above financial year) 參與有關基金選擇、成員服務及投資表現的講座(如閣下於上述的財政年度並沒有使用這項服務，請選擇「不適用」)						
6 The cut-off time of 16:00 on working days for fund transactions (Please select “N/A” if you have not used this service in the above financial year) 現行基金交易指示截止時間為營業日下午四時的安排(如閣下於上述的財政年度並沒有使用這項服務，請選擇「不適用」)						
7 The user-friendliness of HSBC digital platforms (Please select “N/A” if you have not used this service in the above financial year) 電子平台操作和應用的簡易程度 – 即滙豐網上理財、「香港滙豐流動理財」應用程式、互動式話音回應系統(如閣下於上述的財政年度沒有使用此服務，請選擇「不適用」)						

8	Which HSBC channels do you use to view your MPF account? 閣下曾使用那些途徑查閱名下的滙豐強積金賬戶? (You can choose multiple channels 可選擇多項)	Online banking 滙豐個人網上理財	Mobile banking app 「香港滙豐流動理財」應用程式	ATMs 滙豐自動櫃員機	Member Hotline 滙豐強積金成員熱線	Paper statements 郵寄結單	Designated HSBC branches 指定滙豐分行
9	How often have you viewed your MPF account in the 2021/2022 financial year? 在2021/2022財政年度，有否或曾多少次查閱閣下的強積金賬戶?	Nil 沒有	1 – 6 times次	7 – 12 times次	13 – 24 times次	over 超過 24 times次	

Please give details if you're unhappy with any MPF services (optional)

如果你對滙豐強積金所提供的服務感到不滿意，請在下列位置提供有關資料予我們跟進及改善(選填)。

How can we improve our services? (Optional)

如你對滙豐強積金在提升服務方面有任何建議或需要協助，請闡明。

Personal Information Collection Statement:

Any personal data collected through the Questionnaire will be used by The Hongkong and Shanghai Banking Corporation Limited solely for administering the member satisfaction survey and matters in connection therewith. Please note that it is necessary for you to provide some personal data marked with asterisks (*) on the survey form. Failure to provide your information may result in us being unable to perform the services you request, or handle the delivery of cash coupon (if any).

Personal data held by us relating to a Participating Member will be kept confidential but such information may be provided by us or any of our service providers to the following parties for the purpose set out above:- (i) any regulators or government authorities in any jurisdiction; (ii) any service provider, agent or contractor who provides administrative, telecommunications, computer, payment, data processing, matching, storage, customer research or survey or other services in connection with the operation of our MPF business; (iii) relevant Participating Employer; (iv) entities of the HSBC Group. Such information may be transferred to a place outside Hong Kong Special Administrative Region. You have the right to request access to and correction of your personal data held by us. Request should be addressed to: The Data Protection Officer, HSBC Provident Fund Trustee (Hong Kong) Limited, c/o The Hongkong and Shanghai Banking Corporation Limited, PO Box 73770 Kowloon Central Post Office. Nothing in this Statement shall limit the rights of data subjects under the Personal Data (Privacy) Ordinance.

Cash coupon (if any) is offered as a token of appreciation for member's response to our Member Satisfaction Survey and should not be construed as a recommendation, invitation, marketing or promotion of the goods and services concerned.

收集個人資料聲明：

是次問卷所收集之任何個人資料，香港上海滙豐銀行有限公司僅用於處理計劃成員滿意度調查及其相關的事宜。請你在調查表格上標有(*)的欄目，提供所需的個人資料。如你未能提供資料將可能導致我們無法提供你所要求的服務或處理現金券的派送(如適用)。由我們持有參與成員的個人資料將予保密，但我們或任何我們的服務供應商可能會將該等資料提供給以下各方作上述的用途：(i) 任何司法管轄區的監管機構或政府機關；(ii) 任何提供與營運我們的強積金業務有關的行政、電訊、電腦、付賬、數據處理、核對、儲存、客戶研究或調查或其他服務的任何服務供應商、代理人或承包商；(iii) 相關的參與僱主；(iv) 滙豐集團成員。該等資料可能轉移至香港特別行政區以外的地方。你有權要求查閱及更改由我們持有你的個人資料。如有需要，可致函九龍中央郵政信箱 73770 號(c/o香港上海滙豐銀行有限公司)，向 HSBC Provident Fund Trustee (Hong Kong) Limited 資料保障主任提出要求。本聲明中的任何條文均無限制資料當事人在個人資料(私隱)條例下所享有的權利。現金購物券只應被視作答謝參與是次滿意程度調查之成員，並不應被視為建議或邀約或營銷或推廣該有關的商品和服務。

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HONG KONG
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毋須貼上郵票

Mr. Jan S W Lai
Pensions
The Hongkong and Shanghai Banking Corporation Limited
Freepost No. 57
P.O. Box 73770
Kowloon Central Post Office
Kowloon
(To be opened by the addressee only)

Put ✂ into

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