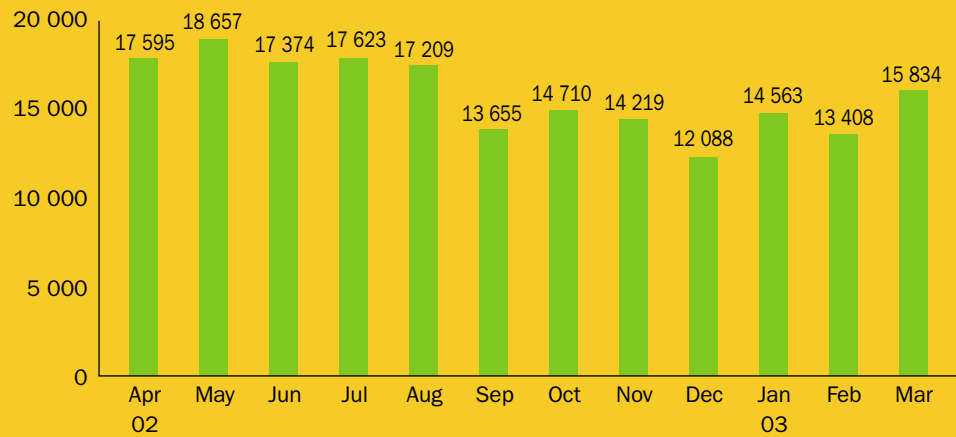


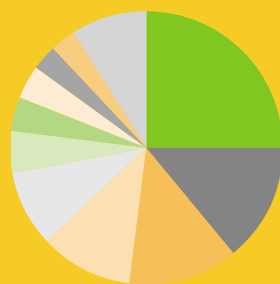
1. ENQUIRIES RECEIVED BY MONTH 1.4.2002 - 31.3.2003

Statistics
Continued
PART D
ENQUIRIES AND COMPLAINTS



Mode of Enquiries	Apr 02	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Total
Phone	17 399	18 438	17 196	17 425	17 023	13 460	14 418	13 975	11 934	14 344	13 215	15 631	184 458
Written	126	140	107	117	117	141	203	166	101	168	135	152	1 673
Walk-in	70	79	71	81	69	54	89	78	53	51	58	51	804
Total	17 595	18 657	17 374	17 623	17 209	13 655	14 710	14 219	12 088	14 563	13 408	15 834	186 935

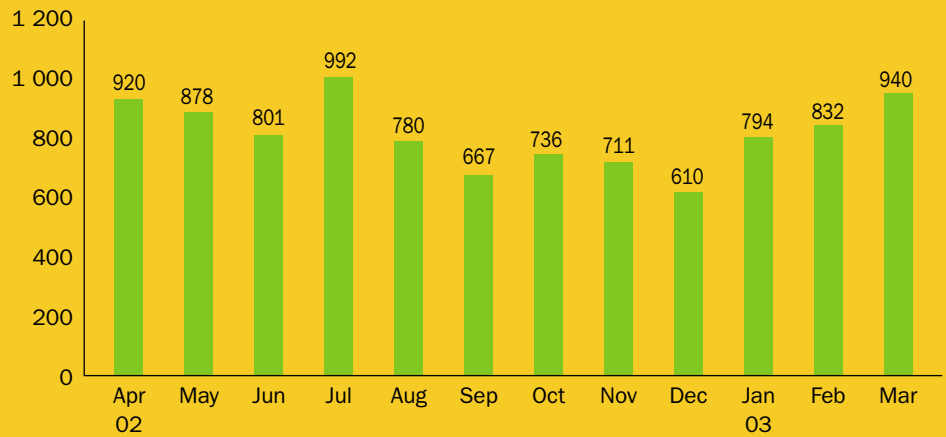
2. ENQUIRIES RECEIVED BY NATURE 1.4.2002 - 31.3.2003



■ Contribution Arrangement	25%
■ Surcharge notices	14%
■ Enrolment Arrangement	13%
■ Transfer/Withdrawal of Benefits	11%
■ Default Contributions	9%
■ SEP: Enrolment and Contributions	5%
■ ORSO	4%
■ Enforcement	4%
■ Legislative Amendment	3%
■ Trustee and Investment	3%
■ Others (including Offsetting LSP/SP and Industry Scheme: Enrolment and Contributions)	9%

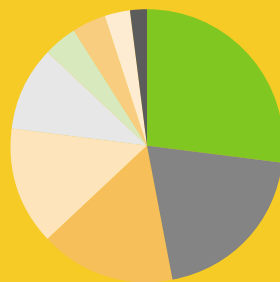
3. COMPLAINTS RECEIVED BY MONTH 1.4.2002 - 31.3.2003

Statistics
Continued



Mode of Complaints	Apr 02	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Total
Phone	839	790	710	869	670	582	611	584	508	703	727	837	8 430
Written	9	17	20	30	51	37	33	30	14	35	27	26	329
Walk-in	72	71	71	93	59	48	92	97	88	56	78	77	902
Total	920	878	801	992	780	667	736	711	610	794	832	940	9 661

4. COMPLAINTS RECEIVED BY TARGET 1.4.2002 - 31.3.2003



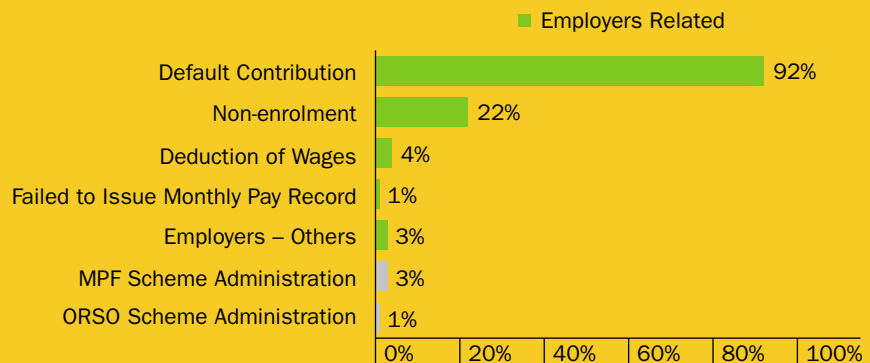
Employers

■ Catering	27%
■ Construction	20%
■ Wholesale/Retail/Import & Export Trades	16%
■ Financing/Insurance/Real Estate/Business Services	14%
■ Community/Social/Personal Services	10%
■ Manufacturing	4%
■ Transport	4%
■ Others	3%

Non-Employers

■ Trustees & Services Providers	2%
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5. COMPLAINTS RECEIVED BY NATURE* 1.4.2002 - 31.3.2003



* Multiple selection of complaint categories allowed.