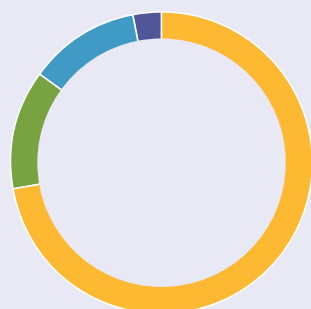


Part A – MPF Scheme Members

1. Employed Population by Type of Retirement Schemes

(as at 31.3.2015)



		Number of Persons (‘000)
73%	● Joined MPF schemes	2 771
13%	● Joined other retirement schemes	478
12%	● Not required to join any local retirement schemes	448
3%	● Should join but have not yet joined any MPF schemes	99

* Percentages may not sum up to 100% due to rounding.

2. The MPF Universe

(as at 31.3.2015)

Employers under the MPF System

	(‘000)
Number of main businesses ¹	359
<i>Add</i>	
– Number of owners’ corporations with employee(s) that are not covered in the Central Register of Establishments (“CRE”) ²	5
– Number of employers engaged in other industries that are not covered in the CRE	7
<i>Less</i>	
– Number of businesses with no employees ³	97
Number of Employers under the MPF System	274

* Figures may not sum up to the total due to rounding.

The figures were estimated on the basis of:

- 1 Statistics obtained from the CRE and the Survey of Employment and Vacancies by the Census and Statistics Department.
- 2 Figures provided by the Land Registry.
- 3 Statistics obtained from the Survey of Employment and Vacancies by the Census and Statistics Department.

Relevant Employees under the MPF System

Employees aged 18 to 64 are required to join an MPF scheme, with the exception of certain exempt persons. The table below shows the process of estimating the number of relevant employees under the MPF System:

	('000)
Total number of employees in Hong Kong (excluding those aged below 18 or above 65) ¹	3 404
<i>Less</i>	
– Number of civil servants who are covered by the Civil Service Pension Schemes ²	108
– Number of teachers who are covered by the Grant Schools or Subsidized Schools Provident Fund ³	38
– Number of employees who choose to remain as members of MPF exempted ORSO registered schemes ⁴	333
– Number of domestic employees ¹	313
– Number of expatriates who do not have the right of abode in Hong Kong and are covered by overseas retirement schemes or who work in Hong Kong for not more than 13 months ⁵	31
– Number of employees who are employed for less than 60 days, excluding employees participating in construction and catering industries ⁶	17
Number of Relevant Employees under the MPF System	2 564

* Figures may not sum up to the total due to rounding.

The figures were estimated on the basis of:

- 1 Statistics obtained from the General Household Survey by the Census and Statistics Department.
- 2 Figures published by the Civil Service Bureau.
- 3 Figures published by the Education Bureau.
- 4 Figures reported by employers of MPF exempted ORSO registered schemes.
- 5 Figures published by the Immigration Department.
- 6 Figures obtained from a special topic enquiry conducted via the General Household Survey in Q2 2009 by the Census and Statistics Department.

Self-employed Persons (“SEPs”) under the MPF System

SEPs aged 18 to 64 are required to join an MPF scheme, with the exception of certain exempt persons. The table below shows the process of estimating the number of SEPs under the MPF System:

	('000)
Total number of SEPs in Hong Kong (excluding those aged below 18 or above 65) ¹	309
<i>Less</i>	
– Number of SEPs who are licensed hawkers (excluding licensed hawkers aged below 18 or above 65) ²	2
Number of SEPs under the MPF System	307

* Figures may not sum up to the total due to rounding.

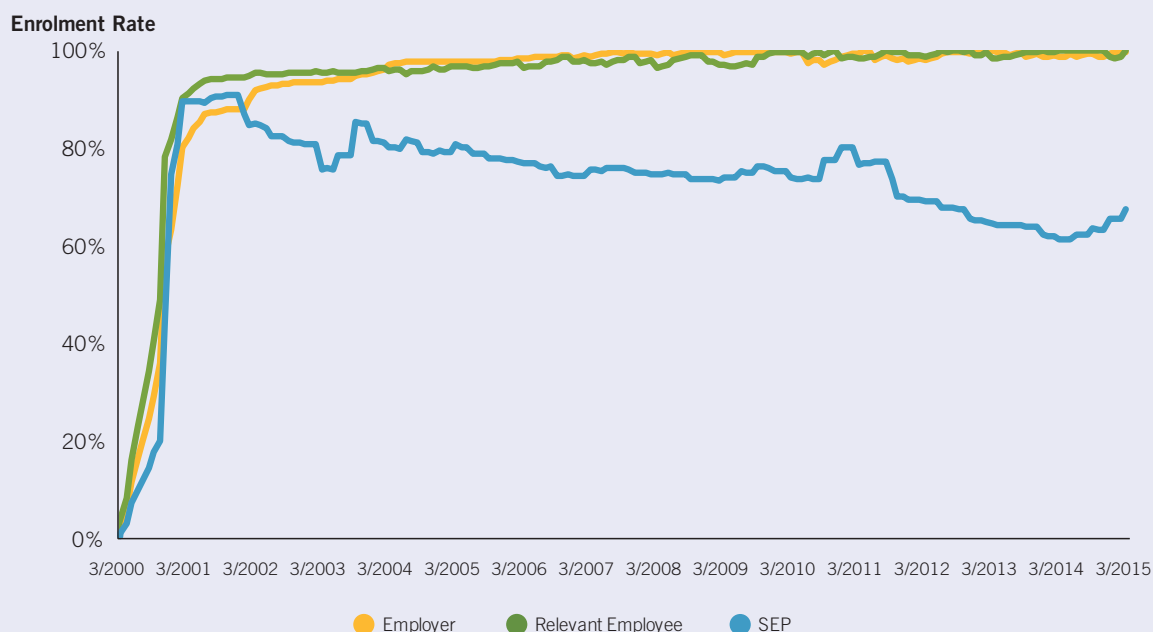
The figures were estimated on the basis of:

- 1 Statistics obtained from the General Household Survey by the Census and Statistics Department. SEPs under the MPF System include both “self-employed persons” and “employers” as defined in the Quarterly Report on General Household Survey.
- 2 Statistics obtained from the General Household Survey by the Census and Statistics Department.

STATISTICS

Part A – MPF Scheme Members (continued)

3. Enrolment in MPF Schemes*



* Estimated figures.

4. Number of Participating Members, Enrolment Rates and Number of Accounts*

As at	Employer		Relevant Employee		SEP		Number of Contribution Accounts ² (‘000)	Number of Personal Accounts ³ (‘000)
	Participating Employers ¹ (‘000)	Enrolment Rate (%)	Participating Members ¹ (‘000)	Enrolment Rate (%)	Participating Members ¹ (‘000)	Enrolment Rate (%)		
31.03.2014	266	99	2 494	100	212	61	3 601	4 700
30.06.2014	269	99	2 493	100	211	63	3 646	4 756
30.09.2014	272	100	2 501	100	210	64	3 675	4 774
31.12.2014	271	99	2 507	99	208	66	3 693	4 862
31.03.2015	273	100	2 564	100	207	68	3 699	4 935

* Estimated figures.

- 1 As the MPF System is an employment-based system, some employers and members may be participating in more than one scheme. Adjustments have been made for employers and members who are participating in more than one scheme in the same capacity.
- 2 A Contribution Account is primarily used to receive and hold mandatory contributions and voluntary contributions (if any) paid in respect of a scheme member’s current employment or current self-employment for investment. The accumulated contributions together with the investment returns are called accrued benefits.
- 3 A Personal Account is primarily used to receive and hold accrued benefits in respect of a scheme member’s former employment or former self-employment which are transferred from a Contribution Account, and also the part of accrued benefits derived from employee mandatory contributions during current employment which are transferred from a Contribution Account by an employee scheme member.

5. Contributions Received and Benefits Paid – MPF Schemes

(1.4.2014 – 31.3.2015)

(HK\$ million)

Quarter	Contributions Received				Benefits Paid			
	Mandatory	Voluntary	Special Voluntary ¹	Total	Mandatory	Voluntary	Special Voluntary ¹	Total
Q2 2014	11,143	1,972	1,148	14,264	2,515	961	1,081	4,558
Q3 2014	11,964	1,864	1,322	15,150	2,759	1,041	1,248	5,048
Q4 2014	12,215	1,918	1,547	15,679	2,507	875	1,346	4,728
Q1 2015	13,177	2,190	1,516	16,883	2,685	1,074	1,491	5,250
Total	48,500	7,944	5,533	61,977	10,466	3,952	5,165	19,583

* Figures may not sum up to the total due to rounding.

1 “Special Voluntary Contributions” refers to voluntary contributions paid directly by a relevant employee to the trustee. Unlike general voluntary contributions, these contributions are non-employment related, i.e. contributions do not go through the employer, and withdrawal of accrued benefits is neither tied to employment nor subject to preservation requirements.

6. Amount of Benefits Paid by Grounds of Withdrawal

(1.4.2014 – 31.3.2015)

(HK\$ million)

Quarter	Retirement/ Early Retirement	Permanent Departure from Hong Kong	Total Incapacity	Small Balance Account	Death	Offsetting Severance Payment	Offsetting Long Service Payment
Q2 2014	1,150	784	45	#	99	437	348
Q3 2014	1,314	883	54	#	112	431	328
Q4 2014	1,221	753	56	#	108	369	329
Q1 2015	1,367	768	45	#	116	417	343
Total	5,053	3,188	200	1	435	1,654	1,348

Less than \$0.5 million.

* Figures may not sum up to the total due to rounding.

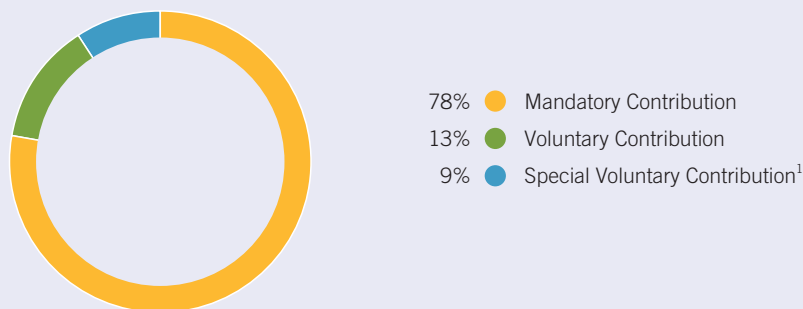
STATISTICS

Part A – MPF Scheme Members (continued)

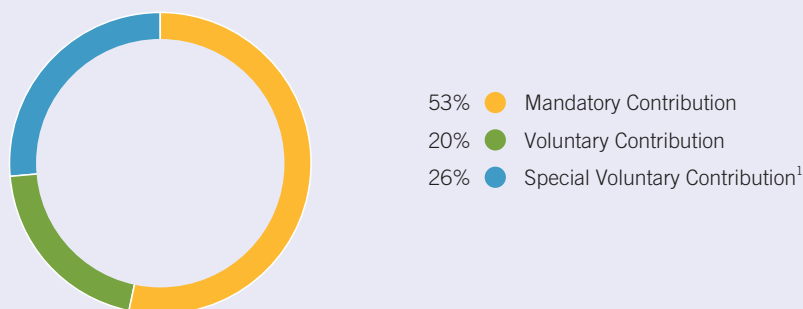
7. Percentage Share of Contributions Received and Benefits Paid by Contribution Type

(1.4.2014 – 31.3.2015)

Contributions Received



Benefits Paid



* Percentages may not sum up to 100% due to rounding.

1 “Special Voluntary Contributions” refers to voluntary contributions paid directly by a relevant employee to the trustee. Unlike general voluntary contributions, these contributions are non-employment related, i.e. contributions do not go through the employer, and withdrawal of accrued benefits is neither tied to employment nor subject to preservation requirements.

Part B – MPF Intermediaries

1. Number of Registered MPF Intermediaries

(as at 31.3.2015)

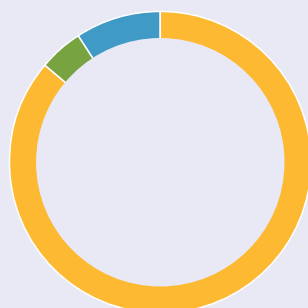
	Principal Intermediary ¹	Subsidiary Intermediary ²	Total
Registered MPF Intermediaries	395	32 358	32 753
By Frontline Regulator ³	395	30 825	31 220
Insurance Authority	343	25 062	25 405
Monetary Authority	18	5 348	5 366
Securities and Futures Commission	34	415	449

- 1 A principal intermediary is a business entity registered by MPFA as an intermediary for selling, marketing or giving advice on MPF schemes.
- 2 A subsidiary intermediary is a person registered by MPFA as an intermediary for selling, marketing or giving advice on MPF schemes on behalf of the principal intermediary to which the person is attached.
- 3 A subsidiary intermediary may be attached to more than one principal intermediary or none (normally, for a period not exceeding 90 days). All subsidiary intermediaries are assigned to their principal intermediary's frontline regulator. Therefore, depending on the specific circumstances, a subsidiary intermediary may be assigned to more than one frontline regulator or may not have any frontline regulator.

2. Percentage Share of Principal Intermediary and Subsidiary Intermediary by Frontline Regulator

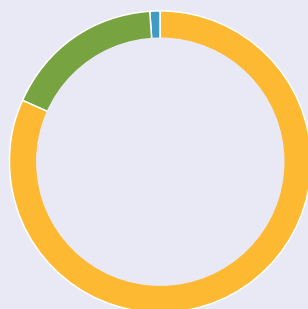
(as at 31.3.2015)

Principal Intermediary



- 87% ● Insurance Authority
- 5% ● Monetary Authority
- 9% ● Securities and Futures Commission

Subsidiary Intermediary



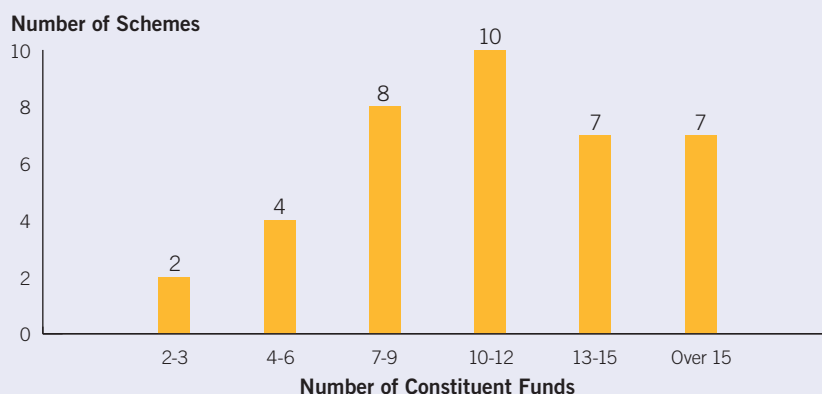
- 81% ● Insurance Authority
- 17% ● Monetary Authority
- 1% ● Securities and Futures Commission

* Percentages may not sum up to 100% due to rounding.

Part C – MPF Products

1. Number of Approved Constituent Funds per MPF Scheme

(as at 31.3.2015)



2. Registration and Approval of MPF Schemes and Constituent Funds

	Number of MPF Schemes and Funds			
	As at 31.3.2014	Terminated/ Withdrawn during 2014-15	Registered/ Approved during 2014-15	As at 31.3.2015
Registered Schemes	41	3	0	38
Master Trust Schemes	38	3	0	35
Industry Schemes	2	0	0	2
Employer Sponsored Scheme	1	0	0	1
Approved Constituent Funds	477	22	3	458
Approved Pooled Investment Funds	301	1	4	304
Approved Index-Tracking Collective Investment Schemes ¹	126	5	3	124

1 An index-tracking collective investment scheme is a collective investment scheme which has the sole investment objective of tracking a particular market index.

3. Number of Approved Pooled Investment Funds (“APIFs”) by Fund Structure

	Unit Trust		Insurance Policy*		Total	
	As at 31.3.2014	As at 31.3.2015	As at 31.3.2014	As at 31.3.2015	As at 31.3.2014	As at 31.3.2015
Umbrella Funds ¹	26	26	1	1	27	27
Internal Portfolios ²	180	180	1	1	181	181
Feeder Funds ³	22	23	8	8	30	31
Portfolio Management Funds ⁴	60	62	3	3	63	65
Total	288	291	13	13	301	304

* These refer to Class G insurance policy APIFs⁵.

1 An umbrella fund is a collective investment scheme or mutual fund which primarily invests in other funds.

2 A fund maintains an internal portfolio by investing in permissible investments in accordance with sections 2 to 5 and 7 to 16 of Schedule 1 to the Mandatory Provident Fund Schemes (General) Regulation.

3 A feeder fund is a fund which invests its assets in a single APIF.

4 A portfolio management fund is a fund which invests its assets in more than one APIF.

5 A class G insurance policy APIF is an APIF in a form of an insurance policy with capital or return guarantees.

4. Net Asset Values of Approved Constituent Funds by Scheme Type

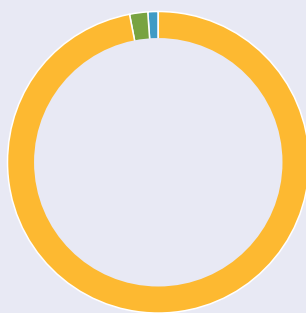
(HK\$ million)

As at	Scheme Type			Total
	Master Trust Scheme	Industry Scheme	Employer Sponsored Scheme	
31.03.2014	502,523	9,952	3,717	516,192
30.06.2014	528,484	10,391	3,866	542,741
30.09.2014	532,213	10,539	3,849	546,600
31.12.2014	550,292	10,862	3,929	565,083
31.03.2015	579,445	11,309	4,093	594,847

* Figures may not sum up to the total due to rounding.

5. Percentage Share of Aggregate Net Asset Values and Number of Schemes by Scheme Type

(as at 31.3.2015)



		Number of Schemes
97%	● Master Trust Scheme	35
2%	● Industry Scheme	2
1%	● Employer Sponsored Scheme	1

* Percentages may not sum up to 100% due to rounding.

6. Net Asset Values¹ of Approved Constituent Funds by Fund Type

(HK\$ million)

As at	Fund Type						Total
	Mixed Assets Fund	Equity Fund	MPF Conservative Fund	Guaranteed Fund	Bond Fund	Money Market Fund and Others ²	
31.03.2014	209,034	195,053	53,477	43,658	12,868	2,102	516,192
30.06.2014	218,571	207,522	55,631	45,059	13,727	2,231	542,741
30.09.2014	216,783	211,644	56,167	45,526	14,117	2,364	546,600
31.12.2014	220,425	225,387	56,275	46,111	14,481	2,404	565,083
31.03.2015	229,357	242,632	58,114	47,372	14,898	2,474	594,847

* Figures may not sum up to the total due to rounding.

1 The figures include assets transferred from ORSO schemes.

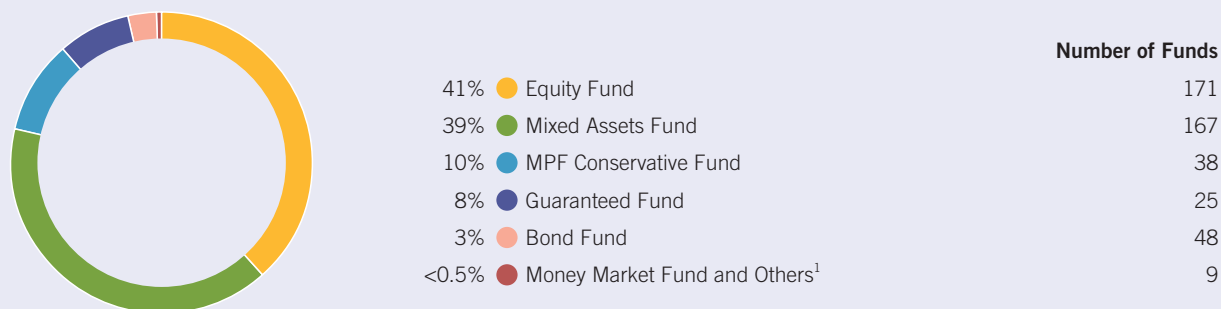
2 Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.

STATISTICS

Part C – MPF Products (continued)

7. Percentage Share of Aggregate Net Asset Values and Number of Approved Constituent Funds by Fund Type

(as at 31.3.2015)

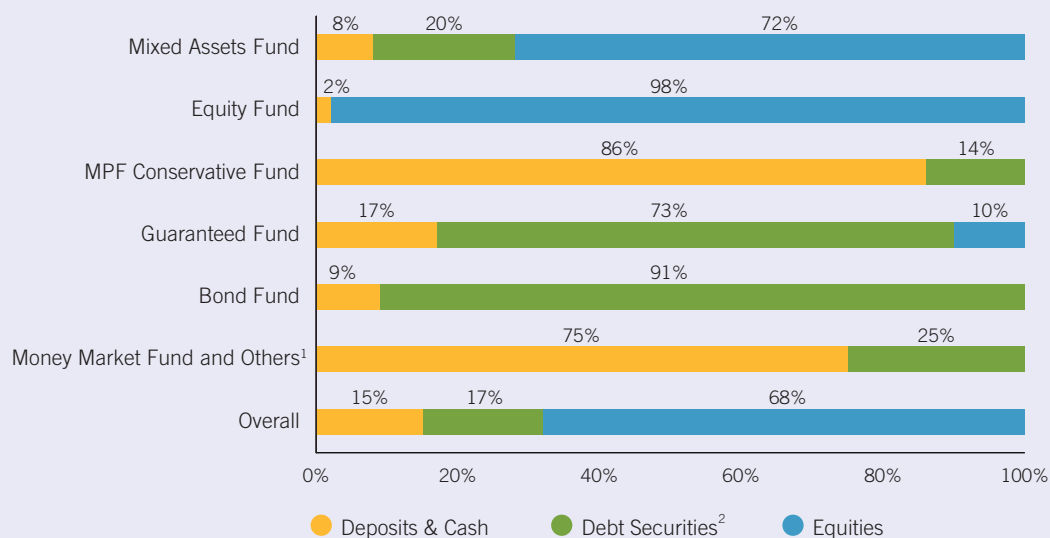


* Percentages may not sum up to 100% due to rounding.

1 Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.

8. Asset Allocation of Approved Constituent Funds by Fund Type and Asset Class

(as at 31.3.2015)



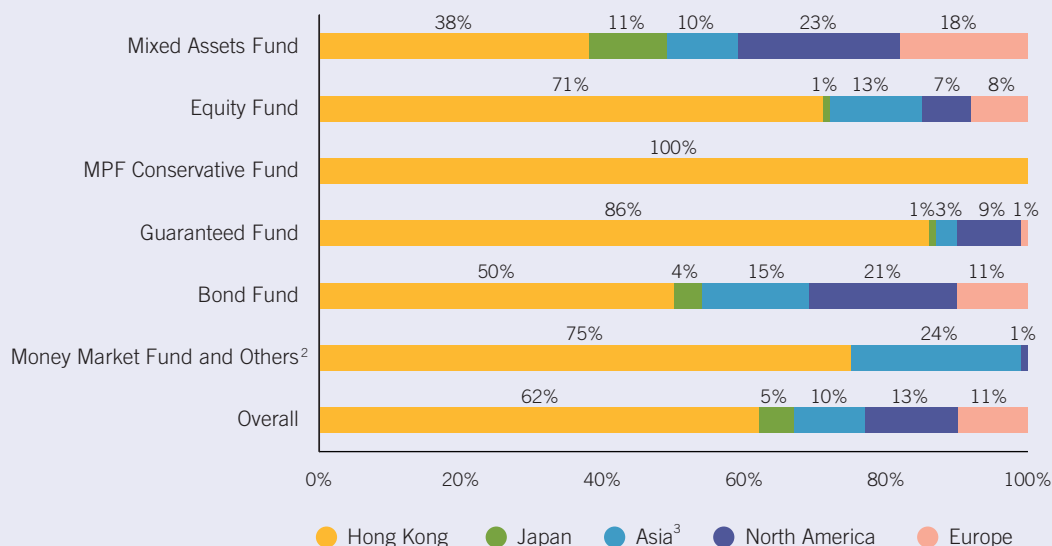
* Percentages of each fund type and overall figures may not sum up to 100% due to rounding.

1 Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.

2 Includes convertible debt securities.

9. Asset Allocation of Approved Constituent Funds by Fund Type and Geographical Region¹

(as at 31.3.2015)



* Percentages of each fund type and overall figures may not sum up to 100% due to rounding.

1 For deposits, cash and debt securities, "Geographical Region" reflects the currency of denomination of the respective accounts and debt securities. For equities, "Geographical Region" reflects the place of primary listing of the equities.

2 Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.

3 Excludes Japan and Hong Kong but includes Australia, New Zealand and India.

10. Asset Allocation of Approved Constituent Funds by Geographical Region¹ and Asset Class

(as at 31.3.2015)

	Deposits & Cash	Debt Securities ²	Equities	Overall
Hong Kong	14%	8%	39%	62%
Japan	§	1%	4%	5%
Asia ³	§	1%	8%	10%
North America	1%	4%	8%	13%
Europe	§	2%	8%	11%
Overall	15%	17%	68%	100%

* Percentages may not sum up to the overall percentage due to rounding.

§ Less than 0.5%.

1 For deposits, cash and debt securities, "Geographical Region" reflects the currency of denomination of the respective accounts and debt securities. For equities, "Geographical Region" reflects the place of primary listing of the equities.

2 Includes convertible debt securities.

3 Excludes Japan and Hong Kong but includes Australia, New Zealand and India.

STATISTICS

Part C – MPF Products (continued)

11. Annualized Internal Rate of Return¹ of the MPF System by Period

(HK\$ million, unless otherwise specified)

Period	Net Asset Values		Total Net Contributions during the Period ² (c)	Net Investment Return ³ during the Period (b)–(a)–(c)	Annualized Internal Rate of Return ³
	Period – Beginning (a)	Period – End (b)			
1.12.2000 – 31.3.2002	–	42,125	43,878	-1,753	-4.9%
1.4.2002 – 31.3.2003	42,125	59,305	23,016	-5,837	-10.7%
1.4.2003 – 31.3.2004	59,305	97,041	22,133	15,604	22.0%
1.4.2004 – 31.3.2005	97,041	124,316	22,205	5,070	4.7%
1.4.2005 – 31.3.2006	124,316	164,613	23,435	16,862	12.3%
1.4.2006 – 31.3.2007	164,613	211,199	24,684	21,901	12.4%
1.4.2007 – 31.3.2008	211,199	248,247	26,844	10,205	4.5%
1.4.2008 – 31.3.2009	248,247	217,741	38,503 ⁴	-69,010	-25.9%
1.4.2009 – 31.3.2010	217,741	317,310	29,484 ⁴	70,086	30.1%
1.4.2010 – 31.3.2011	317,310	378,280	31,864 ⁴	29,106	8.7%
1.4.2011 – 31.3.2012	378,280	390,744	34,687	-22,224	-5.6%
1.4.2012 – 31.3.2013	390,744	455,331	38,321	26,267	6.4%
1.4.2013 – 31.3.2014	455,331	516,192	40,898	19,963	4.2%
1.4.2014 – 31.3.2015	516,192	594,847	44,126	34,529	6.4%
Since inception of the MPF System					
1.12.2000 – 31.3.2015	–	594,847	444,078⁴	150,769	4.3%

- 1 The return of the MPF System was calculated by way of the internal rate of return (“IRR”), a method commonly known as dollar-weighted return. The IRR method, which takes into account the amount and timing of contributions into and benefits withdrawn from the MPF System, was used as it better reflects the features of cash inflow and outflow of the MPF System. The annualized IRR was calculated by raising the monthly IRR to the power of 12.
- 2 “Total Net Contributions during the Period” refer to the net contribution inflow after deducting the amount of benefits paid during the period.
- 3 Return figures are net of fees and charges. Figures may not sum up to the total due to rounding.
- 4 Includes the Government’s injection of special contributions into accounts of eligible scheme members.

12. Annualized Return¹ of Approved Constituent Funds by Fund Type and Period

(as at 31.3.2015)

Fund Type	Past 1 year	Past 3 years	Past 5 years	Since 1.12.2000
Mixed Assets Fund	4.2%	6.0%	4.5%	4.4%
Equity Fund	12.0%	8.5%	5.1%	5.0%
MPF Conservative Fund	0.2%	0.1%	0.1%	0.8%
Guaranteed Fund	1.7%	1.0%	1.1%	1.4%
Bond Fund	0.2%	0.3%	1.7%	3.1%
Money Market Fund and Others ²	0.7%	0.3%	0.1%	0.6%
Change of the Consumer Price Index (“CPI”) for the Same Periods				
Annualized Composite CPI % Change ³	4.6%	4.0%	4.3%	1.8%

- 1 Return figures are net of fees and charges. Returns of different types of constituent funds were calculated by way of time-weighted method. This time-weighted method takes into account the unit price and asset size of each constituent fund at different points in time. Unlike the IRR method, it does not capture the impact of the contributions into and benefits withdrawn from the constituent funds. The annualized return was calculated by raising the monthly return to the power of 12.
- 2 Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.
- 3 Calculated on the basis of the 2009/10-based Composite CPI compiled by the Census and Statistics Department.

13. Average, Highest and Lowest Fund Expense Ratios (“FER”) of All Constituent Funds¹

(as at 31.3.2015)

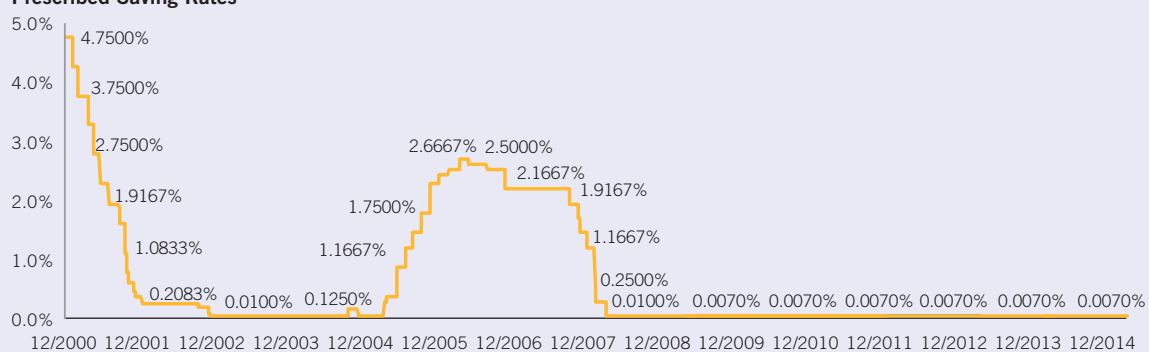
Fund Type	Number of Funds	Average FER	Highest FER	Lowest FER
Equity Fund	198	1.64%	2.67%	0.58%
Mixed Assets Fund	198	1.77%	2.46%	0.97%
Bond Fund	55	1.43%	1.95%	0.76%
Guaranteed Fund	29	2.11%	3.92%	1.30%
Money Market Fund – MPF Conservative Fund	44	0.59%	1.23%	0.13%
Money Market Fund – non-MPF Conservative Fund	10	1.09%	1.33%	0.64%
Others	4	1.30%	1.39%	1.08%
Overall	538²	1.62%	3.92%	0.13%

- 1 The FER figures in the table are related to individual constituent funds of MPF registered schemes with financial year end dates falling within the period from 1 July 2013 to 30 June 2014.
- 2 A constituent fund may comprise different fund classes. For the purpose of calculating the FER, each fund class of a constituent fund is in effect treated as a separate investment fund. As a result, the total number of funds shown here may be larger than the actual number of constituent funds.

14. Published Prescribed Savings Rates¹

(1.12.2000 – 31.3.2015)

Prescribed Saving Rates



- 1 The prescribed savings rates are prescribed by MPFA pursuant to section 37(8) of the Mandatory Provident Fund Schemes (General) Regulation for the operation of MPF Conservative Funds.

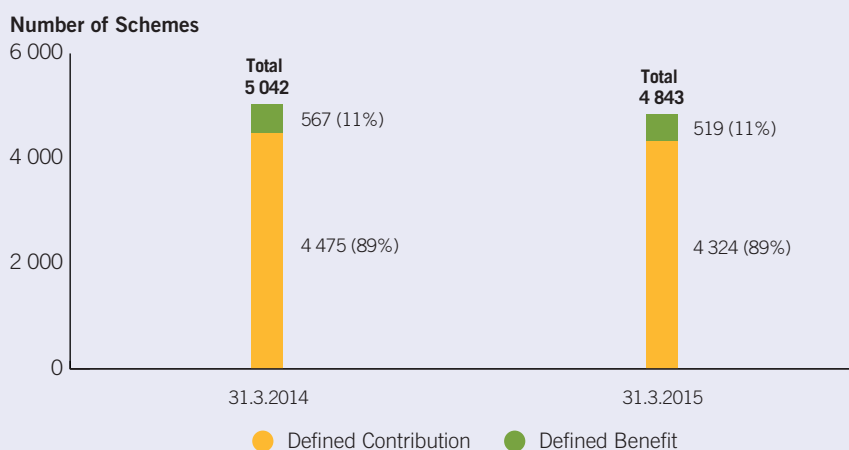
Part D – ORSO Schemes

1. Number of ORSO Schemes by Benefit Type

(as at 31.3.2015)

Scheme Type	Benefit Type					
	Defined Contribution		Defined Benefit		Total	
	Number of Schemes	%	Number of Schemes	%	Number of Schemes	%
Registered Scheme						
MPF exempted	3 269	76	209	40	3 478	72
Non-MPF exempted	579	13	22	4	601	12
	3 848	89	231	44	4 079	84
Exempted Scheme						
MPF exempted	144	3	111	22	255	5
Non-MPF exempted	332	8	177	34	509	11
	476	11	288	56	764	16
Total	4 324	100	519	100	4 843	100

(two-year comparison)



2. Number of MPF Exempted ORSO Schemes

(as at 31.3.2015)

	ORSO Registered Schemes	ORSO Exempted Schemes	Total
(a) Number of MPF Exempted ORSO Schemes approved (as at 31.3.2014)	3 572	264	3 836
(b) Number of new applications approved ¹ (1.4.2014 – 31.3.2015)	22	0	22
(c) Number of withdrawals of MPF Exemption Certificates (1.4.2014 – 31.3.2015)	116	9	125
(d) Number of MPF Exempted ORSO Schemes (as at 31.3.2015) [i.e. (d) = (a) + (b) – (c)]	3 478	255	3 733

¹ This refers to the application for MPF exemption in respect of newly established ORSO registered schemes whereby all or a substantial portion of the members and assets of the schemes were transferred from one or more MPF exempted ORSO schemes as a result of scheme restructuring or bona fide business transactions.

3. Number of Members Covered by ORSO Registered Schemes by Benefit Type

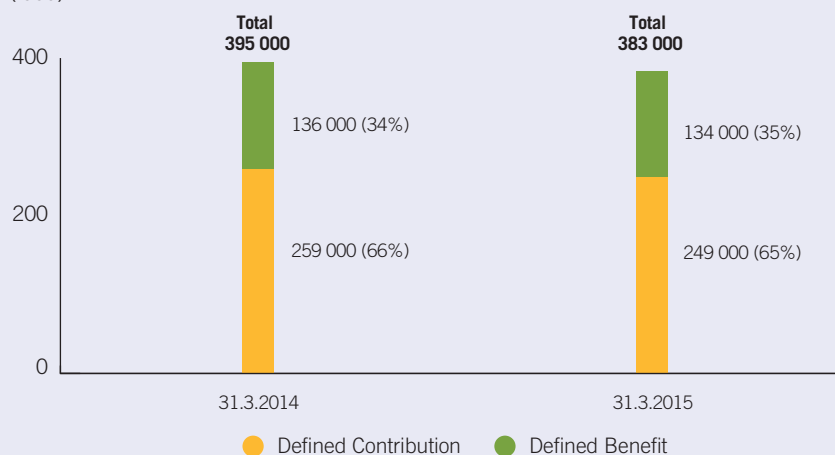
(as at 31.3.2015)

Scheme Type	Benefit Type					
	Defined Contribution		Defined Benefit		Total	
	Number of Members ('000)	%	Number of Members ('000)	%	Number of Members ('000)	%
MPF exempted	212	62	129	38	340	100
Non-MPF exempted	37	88	6	14	42	100
Total	249	65	134	35	383	100

* Figures may not sum up to the total and percentages may not sum up to 100% due to rounding.

(two-year comparison)

Number of Members ('000)



4. Annual Contribution Amount to ORSO Registered Schemes by Employers and Employees

(as at 31.3.2015)

(HK\$ million, unless otherwise specified)

	MPF Exempted		Non-MPF Exempted		Total	
Employer's Contributions						
Ordinary	13,518	77%	500	74%	14,022	77%
Initial/Special	285	2%	14	2%	294	2%
	13,803	79%	514	76%	14,316	79%
Employee's Contributions	3,734	21%	164	24%	3,898	21%
Total	17,537	100%	678	100%	18,215	100%

* Figures may not sum up to the total due to rounding.

Source: The latest annual returns in respect of 4 025 ORSO registered schemes.

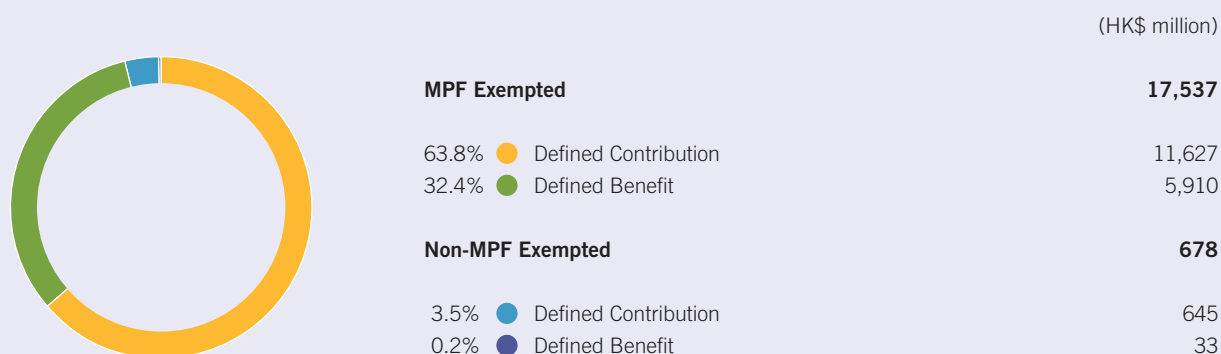
STATISTICS

Part D – ORSO Schemes (continued)

5. Annual Contribution Amount to ORSO Registered Schemes by Benefit Type

(as at 31.3.2015)

Contribution Amount: HK\$18,215 million



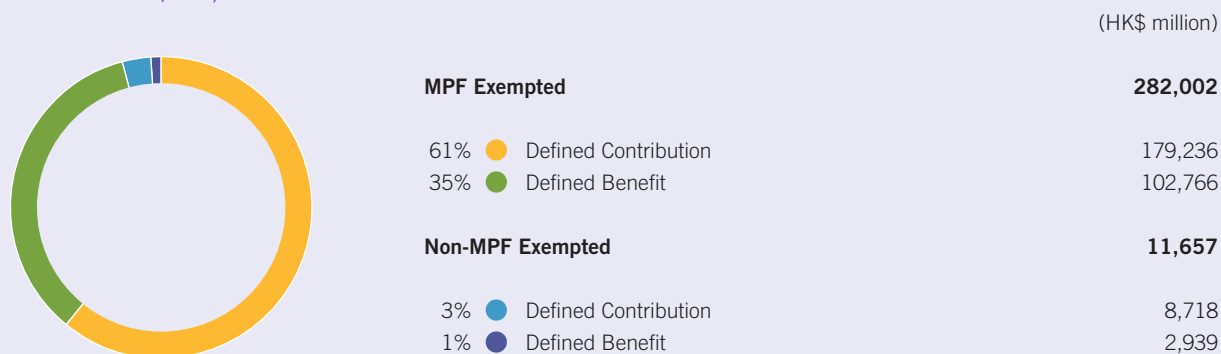
* Percentages may not sum up to 100% due to rounding.

Source: The latest annual returns in respect of 4 025 ORSO registered schemes.

6. Asset Size of ORSO Registered Schemes by Benefit Type

(as at 31.3.2015)

Asset Size: HK\$293,659 million



Source: The latest annual returns in respect of 4 025 ORSO registered schemes.

7. Asset Arrangements on Termination of the ORSO Registered Schemes

(1.4.2014 - 31.3.2015)

ORSO Asset Arrangements	Number of Schemes ¹	%	Asset Size (HK\$ million)	%
Transferred to MPF scheme	44	28	524	46
Transferred to another ORSO scheme	8	5	392	34
Paid out to scheme members	108	68	226	20
Total	160	100	1,142	100

* Percentages may not sum up to the total due to rounding.

1 There are 6 terminated schemes with more than one asset arrangement and 2 terminated schemes have no asset on termination.

Part E – Enquiries and Complaints

1. Enquiries Received¹ by Enquirer Type

(1.4.2014 – 31.3.2015)

Enquirer Type	Number of Enquiries	%
Employee	43 326	41
Employer	38 700	37
SEP	1 170	1
Service Provider	4 676	4
Others/Unknown	16 769	16
Total	104 641	100

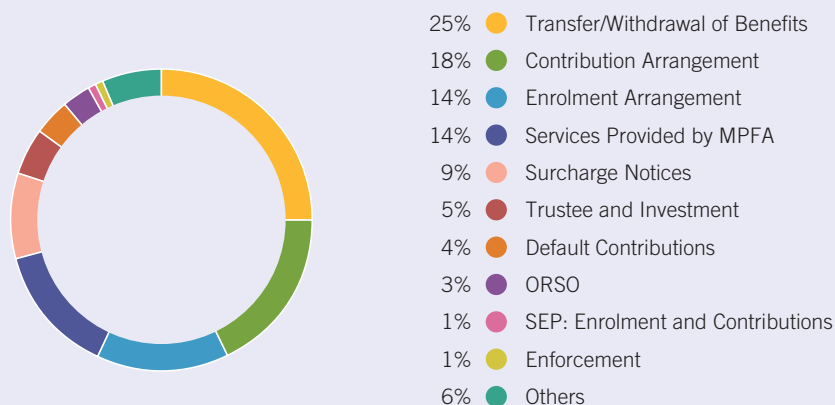
* Percentages may not sum up to 100% due to rounding.

1 Excludes enquiries about personal account information. For details of personal account enquiries, please refer to Item 3 – Personal Account Enquiries Received by Enquirer Type.

2. Nature of Enquiries¹

(1.4.2014 – 31.3.2015)

Total Number of Enquiry Nature: 122 650²



* Percentages may not sum up to 100% due to rounding.

1 Excludes enquiries about personal account information. For details of personal account enquiries, please refer to Item 3 – Personal Account Enquiries Received by Enquirer Type.

2 Since an enquiry may cover more than one enquiry nature, the total number of enquiry nature may exceed the total number of enquiries.

3. Personal Account Enquiries Received by Enquirer Type

(1.4.2014 – 31.3.2015)

Enquirer Type	Number of Enquiries	%
Authorized Person of a Scheme Member	107 292	79
Scheme Member	28 150	21
Personal Representative or Persons Entitled to the Administration of the Estate of a Deceased Scheme Member	578	§
Total	136 020	100

* Percentages may not sum up to 100% due to rounding.

§ Less than 0.5%.

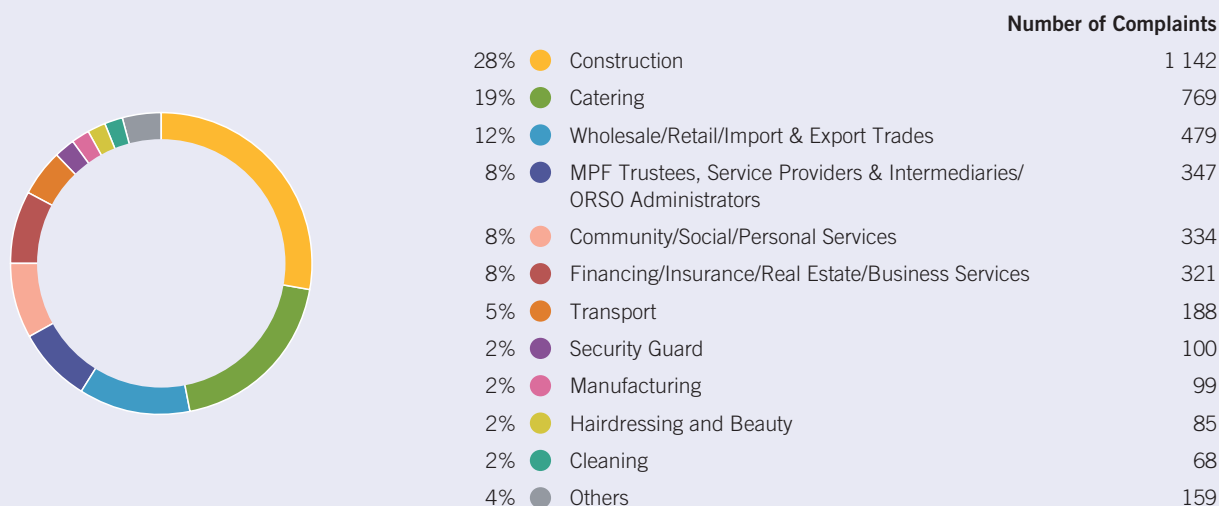
STATISTICS

Part E – Enquiries and Complaints (continued)

4. Complaints Received by Industry of Complainee

(1.4.2014– 31.3.2015)

Total Number of Complaints Received: 4 091



* Percentages may not sum up to 100% due to rounding.

5. Complaints Received by Complainee Type

(1.4.2014 – 31.3.2015)

Complainee	Number of Complaints
Employers (MPF and ORSO)	3 695
MPF Trustees and Service Providers	323
MPF Intermediaries	7
ORSO Administrators	17
Others	49
Total Number of Complaints Received	4 091

6. Nature of Complaints

(1.4.2014 – 31.3.2015)

Type of Allegations	Number of Allegations	
Employers (MPF and ORSO)		5 559
Default Contribution	3 302	
Non-enrolment	1 445	
Others	812	
MPF Trustees & Service Providers		403
Scheme Administration	385	
Others	18	
MPF Intermediaries		10
Conduct Issues	8	
Unregistered Activities	2	
ORSO Administrators		26
Scheme Administration	25	
Others	1	
Others		50
Total Number of Allegations		6 048¹

1 Since a complaint may cover more than one allegation, the total number of allegations may exceed the total number of complaints.