

STATISTICS

Part A — MPF Scheme Members

1. Employed Population by Type of Retirement Schemes (as at 31.3.2016)



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

2. The MPF Universe (as at 31.3.2016)

Employers under the MPF System	('000)
Number of main businesses ¹	360
<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	96
Number of Employers under the MPF System	276

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.

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Part A — MPF Scheme Members

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	3 413
<i>less</i>	
— Number of civil servants who are covered by the Civil Service Pension System ²	101
— 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	334
— Number of domestic employees ¹	316
— 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	34
— 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	2 573

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	303
<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	302

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

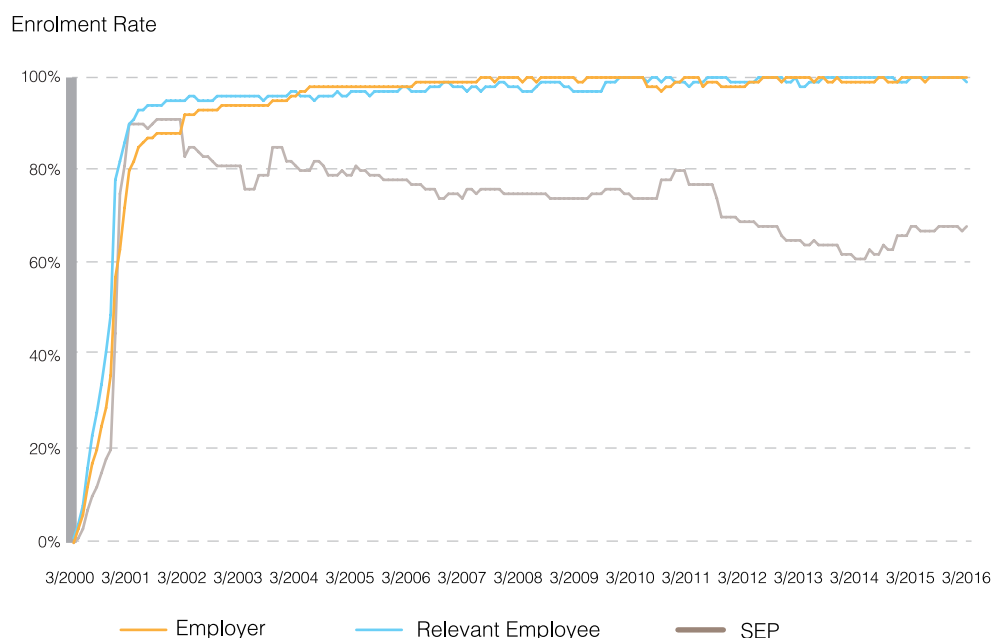
The figures were estimated on the basis of:

- 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.

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Part A — MPF Scheme Members

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 (%)		
31.03.2015	273	100	2 564	100	207	68	3 699	4 935
30.06.2015	275	99	2 561	100	207	67	3 737	4 965
30.09.2015	277	100	2 552	100	206	68	3 762	5 028
31.12.2015	276	100	2 549	100	205	68	3 778	5 120
31.03.2016	276	100	2 552	99	205	68	3 786	5 191

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.

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Part A — MPF Scheme Members

5. Contributions Received and Benefits Paid — MPF Schemes (1.4.2015 — 31.3.2016)

(HK\$ million)

Quarter	Contributions Received				Benefits Paid			
	Mandatory	Voluntary	Special Voluntary ¹	Total	Mandatory	Voluntary	Special Voluntary ¹	Total
Q2 2015	12,624	2,147	1,702	16,473	3,159	1,126	1,542	5,828
Q3 2015	12,707	2,156	1,629	16,491	2,933	849	1,504	5,286
Q4 2015	13,049	2,204	1,829	17,082	2,668	784	1,631	5,084
Q1 2016	13,738	2,313	1,747	17,798	2,501	758	1,586	4,845
Total	52,118	8,820	6,905	67,843	11,262	3,518	6,263	21,043

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

- 1 Special Voluntary Contributions refer 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 (1.4.2015 — 31.3.2016)

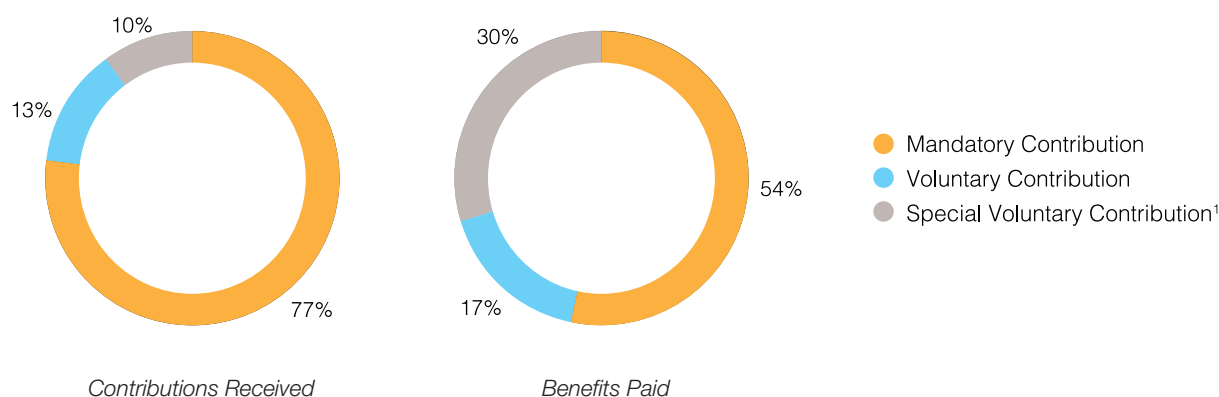
(HK\$ million)

Quarter	Retirement/ Early Retirement	Permanent Departure from Hong Kong	Total Incapacity	Small Balance Account	Death	Offsetting Severance Payment	Offsetting Long Service Payment
Q2 2015	1,514	1,048	44	#	131	481	423
Q3 2015	1,289	1,035	48	#	131	443	406
Q4 2015	1,386	677	35	#	127	438	404
Q1 2016	1,345	576	29	#	100	442	419
Total	5,534	3,336	156	1	489	1,804	1,652

Less than \$0.5 million.

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

7. Percentage Share of Contributions Received and Benefits Paid by Contribution Type (1.4.2015 — 31.3.2016)



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

- 1 Special Voluntary Contributions refer 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.

STATISTICS

Part B — MPF Intermediaries

1. Number of Registered MPF Intermediaries (as at 31.3.2016)

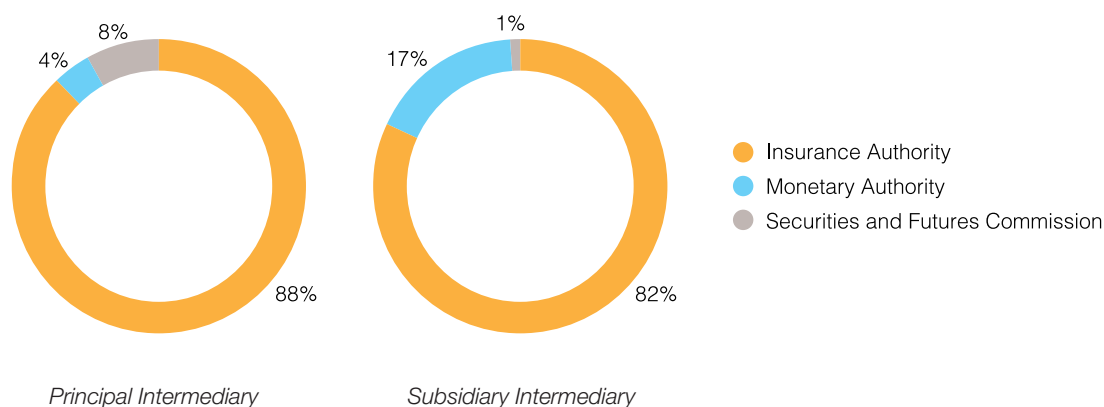
	Principal Intermediary ¹	Subsidiary Intermediary ²	Total
Registered MPF Intermediaries	401	32 810	33 211
By Frontline Regulator ³	401	31 094	31 495
Insurance Authority	352	25 514	25 866
Monetary Authority	18	5 190	5 208
Securities and Futures Commission	31	390	421

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 31.3.2016)

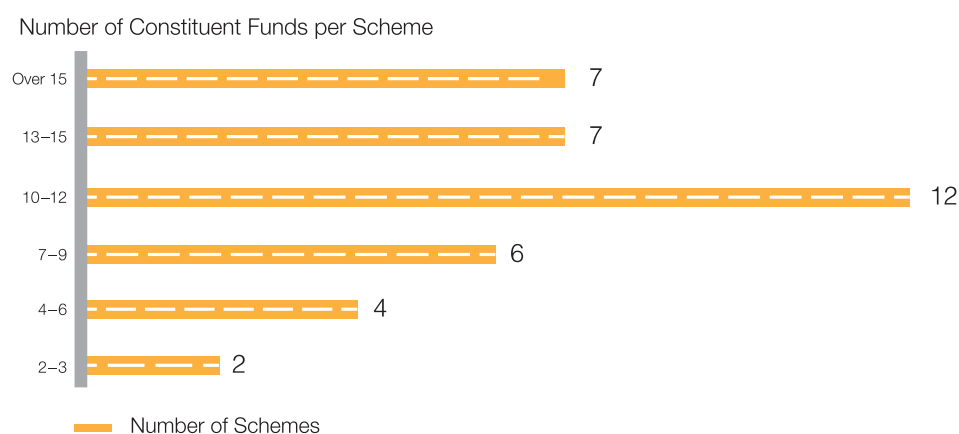


Percentages may not sum up to 100% due to rounding.

STATISTICS

Part C — MPF Products

1. Number of Approved Constituent Funds per MPF Scheme (as at 31.3.2016)



2. Registration and Approval of MPF Schemes and Constituent Funds

	Number of MPF Schemes and Funds			
	As at 31.3.2015	Terminated/ Withdrawn during 2015–16	Registered/ Approved during 2015–16	As at 31.3.2016
Registered Schemes	38	0	0	38
Master Trust Schemes	35	0	0	35
Industry Schemes	2	0	0	2
Employer Sponsored Scheme	1	0	0	1
Approved Constituent Funds	458	1	5	462
Approved Pooled Investment Funds	304	14	2	292
Approved Index-Tracking Collective Investment Schemes ¹	124	5	19	138

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 ¹		Total	
	As at 31.3.2015	As at 31.3.2016	As at 31.3.2015	As at 31.3.2016	As at 31.3.2015	As at 31.3.2016
Umbrella Funds ²	26	26	1	1	27	27
Internal Portfolios ³	180	168	1	1	181	169
Feeder Funds ⁴	23	23	8	8	31	31
Portfolio Management Funds ⁵	62	62	3	3	65	65
Total	291	279	13	13	304	292

1 These refer to Class G insurance policy APIFs⁶.

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

3 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.

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

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

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

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Part C — MPF Products

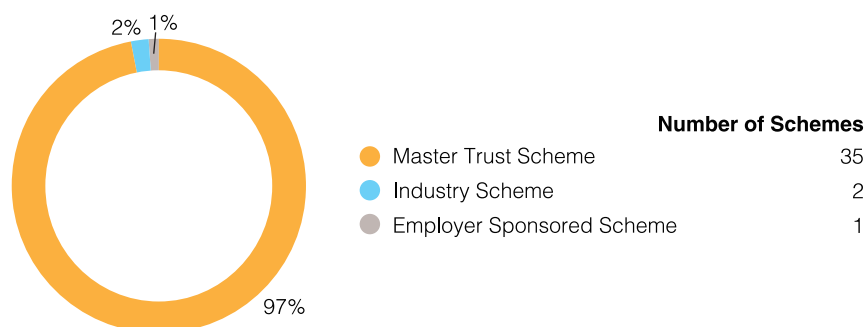
4. Net Asset Values of Approved Constituent Funds by Scheme Type

(HK\$ million)

As at	Scheme Type			Total
	Master Trust Scheme	Industry Scheme	Employer Sponsored Scheme	
31.03.2015	579,445	11,309	4,093	594,847
30.06.2015	604,313	11,607	4,216	620,136
30.09.2015	546,272	11,150	3,924	561,346
31.12.2015	575,633	11,649	4,039	591,320
31.03.2016	576,435	12,004	4,139	592,578

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 31.3.2016)



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
	Equity Fund	Mixed Assets Fund	MPF Conservative Fund	Guaranteed Fund	Bond Fund	Money Market Fund and Others ²	
31.03.2015	242,632	229,357	58,114	47,372	14,898	2,474	594,847
30.06.2015	262,725	233,844	58,233	47,974	14,838	2,521	620,136
30.09.2015	223,666	212,831	59,048	48,059	15,224	2,519	561,346
31.12.2015	240,402	223,096	60,403	49,151	15,708	2,561	591,320
31.03.2016	236,130	223,902	62,206	50,347	17,355	2,637	592,578

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

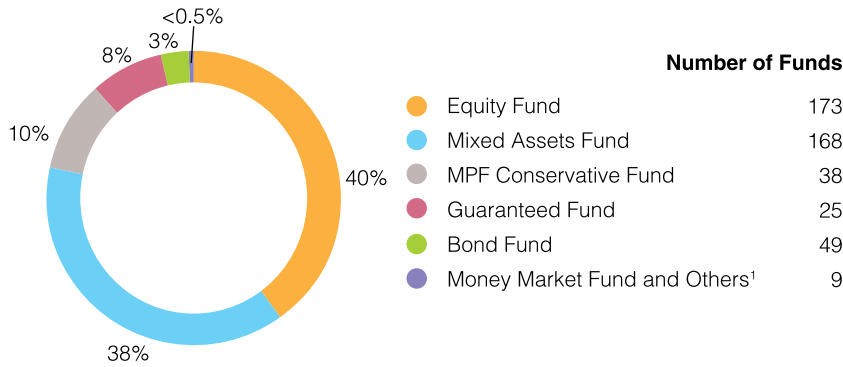
¹ The figures include assets transferred from ORSO schemes.

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

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Part C — MPF Products

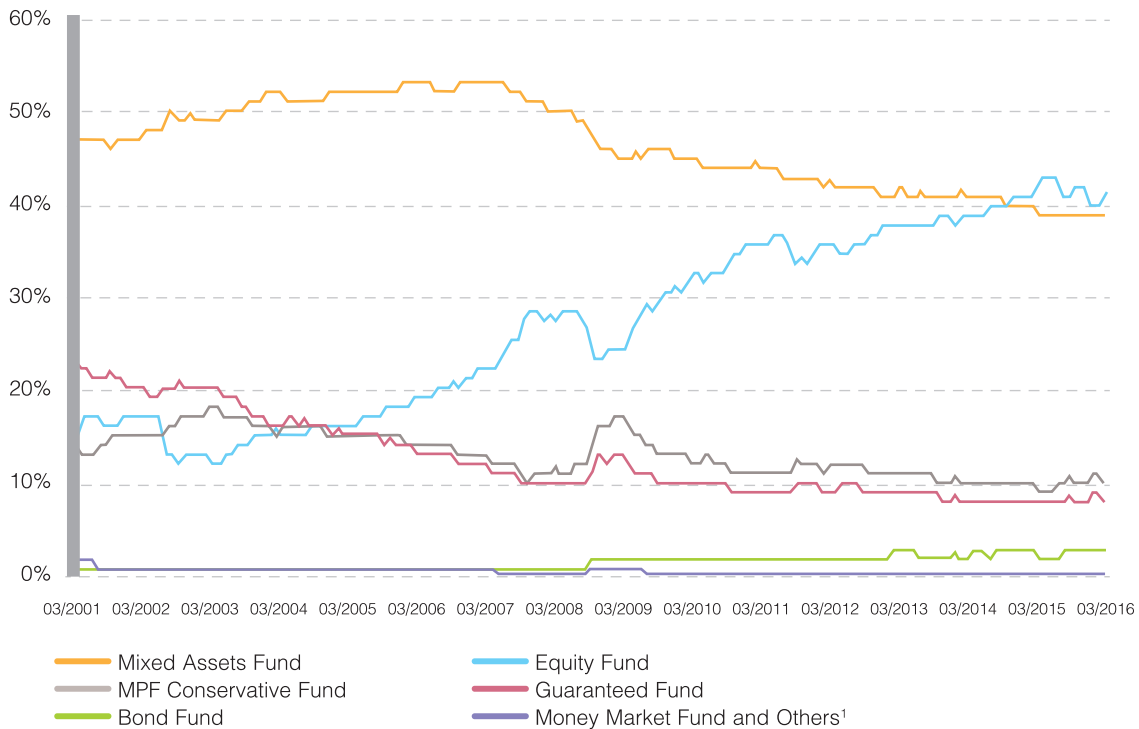
7. Percentage Share of Aggregate Net Asset Values and Number of Approved Constituent Funds by Fund Type (as at 31.3.2016)



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. Changes in Percentage Share of Net Asset Values of MPF Funds by Fund Type

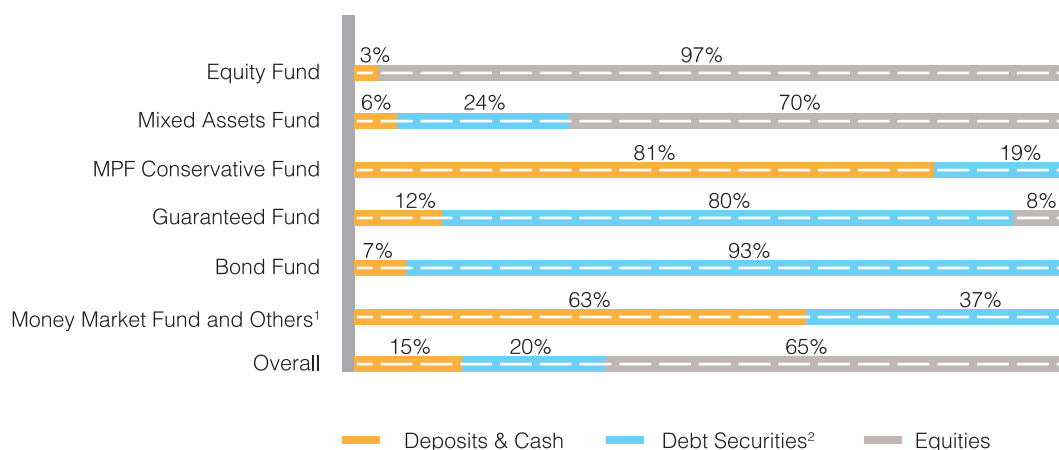


¹ Includes Money Market Funds that are not MPF Conservative Funds and Uncategorized Funds as per the *Performance Presentation Standards for MPF Investment Funds*.

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Part C — MPF Products

9. Asset Allocation of Approved Constituent Funds by Fund Type and Asset Class (as at 31.3.2016)

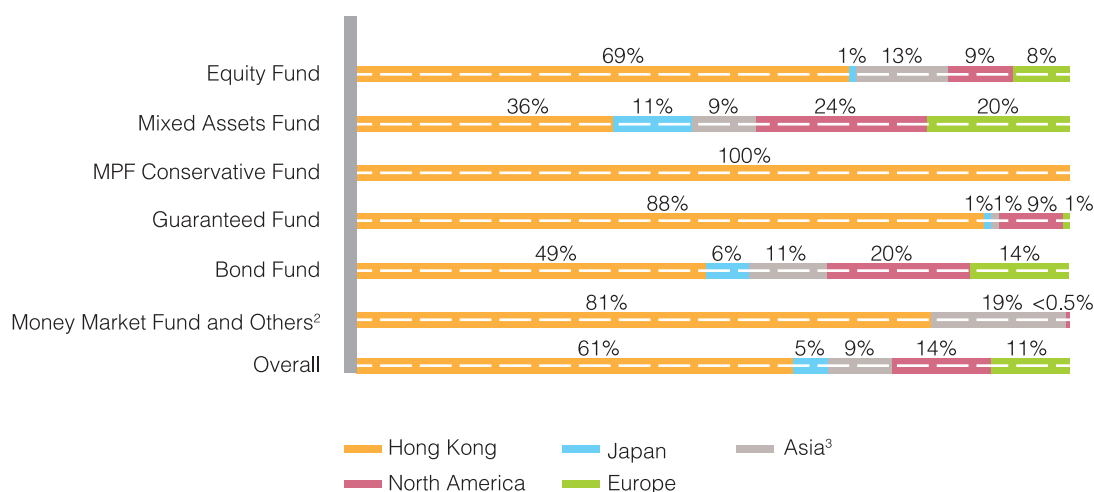


Percentages of each fund type and overall figures may not sum up to 100% due to rounding.

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.

10. Asset Allocation of Approved Constituent Funds by Fund Type and Geographical Region¹ (as at 31.3.2016)



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.

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Part C — MPF Products

11. Asset Allocation of Approved Constituent Funds by Geographical Region¹ and Asset Class (as at 31.3.2016)

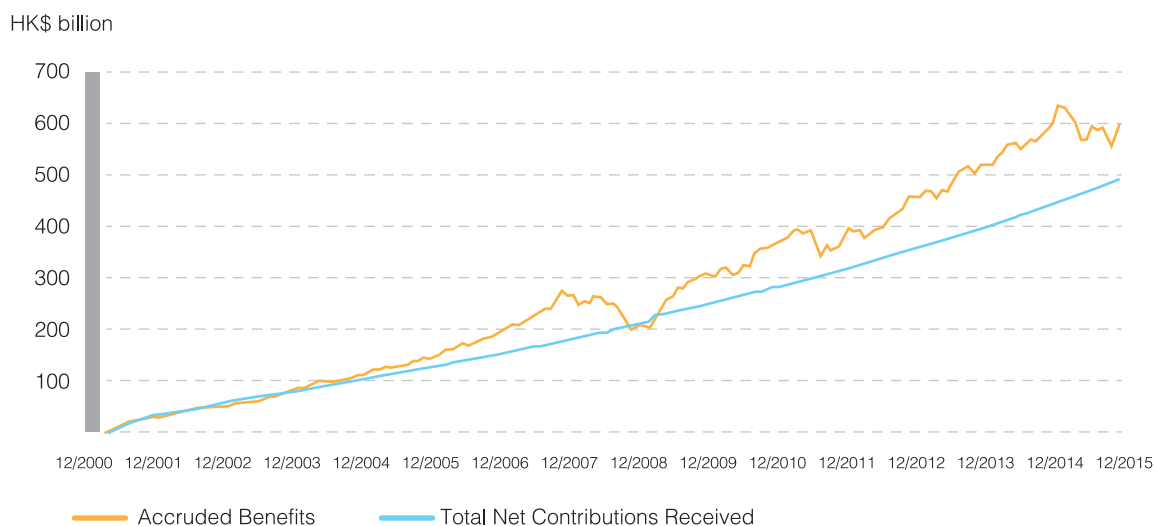
	Deposits & Cash (%)	Debt Securities ² (%)	Equities (%)	Overall (%)
Hong Kong	14	11	36	61
Japan	§	1	4	5
Asia ³	§	1	8	9
North America	1	5	9	14
Europe	§	3	9	11
Overall	15	20	65	100

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.

12. Accrued Benefits and Total Net Contributions received since the Inception of the MPF System¹ (1.12.2000 — 31.3.2016)



- 1 Major socio-economic events have a bearing on the performance of the MPF System which hinges on the conditions of the underlying investment markets. During the first few years of the inception of the MPF System, the global economy remained sluggish. The performance of the Hong Kong equity market was hurt by the outbreak of the severe acute respiratory syndrome in late 2002. The return of the MPF System rebounded in subsequent years in tandem with an economic recovery and a significant upsurge in equity markets. The global financial markets tumbled during the global financial crisis in 2007 and 2008, and recovered subsequently. Such developments brought volatility to the MPF System.

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Part C — MPF Products

13. Annualized Internal Rate of Return¹ (“IRR”) of the MPF System by Period

(HK\$ million, unless otherwise specified)

Period	Net Asset Values		Total Net Contributions during the Period ²	Net Investment Return during the Period ³	Annualized IRR 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
1.4.2015 – 31.3.2016	594,847	592,578	48,721	–50,990	–8.2
Since inception of the MPF System					
1.12.2000 – 31.3.2016	—	592,578	492,799⁴	99,779	2.6

1 The return of the MPF System was calculated by way of the 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.

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Part C — MPF Products

14 Annualized Return¹ of Approved Constituent Funds by Fund Type and Period (as at 31.3.2016)

Fund Type	Past 1 year (%)	Past 3 years (%)	Past 5 years (%)	Since 1.12.2000 (%)
Equity Fund	-13.5	0.3	-0.3	3.7
Mixed Assets Fund	-6.7	1.3	1.1	3.7
MPF Conservative Fund	0.0	0.1	0.1	0.8
Guaranteed Fund	-0.8	0.2	0.5	1.2
Bond Fund	1.2	0.2	1.1	3.0
Money Market Fund and Others ²	-0.4	0.1	0.1	0.6
Change of the Consumer Price Index (“CPI”) for the Same Periods				
Annualized Composite CPI % Change ³	3.0	3.8	4.0	1.9

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.

15 Average, Highest and Lowest Fund Expense Ratios (“FER”) of All Constituent Funds¹ (as at 31.3.2016)

Fund Type	Number of Funds	Average FER (%)	Highest FER (%)	Lowest FER (%)
Equity Fund	198	1.58	2.39	0.63
Mixed Assets Fund	199	1.73	2.36	0.70
Bond Fund	55	1.38	1.90	0.78
Guaranteed Fund	29	2.08	3.75	1.29
Money Market Fund — MPF Conservative Fund	44	0.69	1.21	0.13
Money Market Fund — non-MPF Conservative Fund	10	1.05	1.34	0.60
Others	4	1.27	1.39	1.00
Overall	539²	1.58	3.75	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 2014 to 30 June 2015.

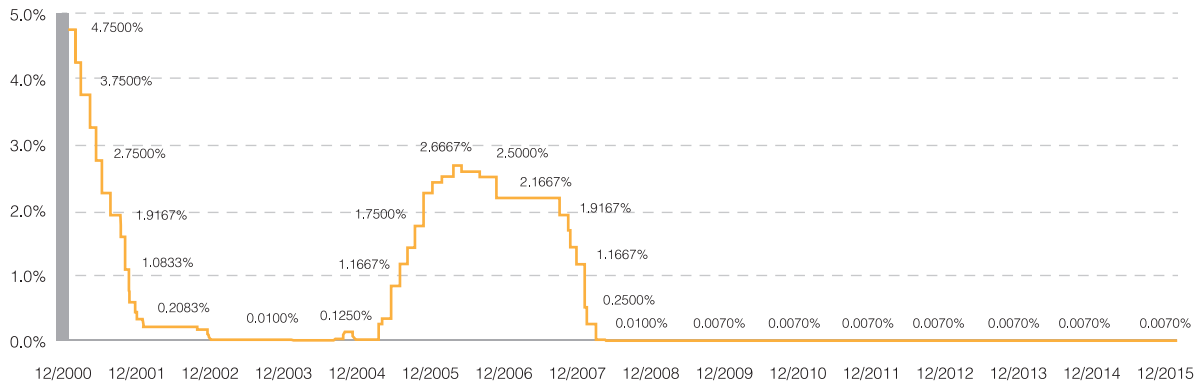
2 A constituent fund may comprise different fund classes. For the purpose of calculating the FER, each fund class of a constituent fund is in effect treated as a separate investment fund. As a result, the total number of funds shown here may be larger than the actual number of constituent funds.

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Part C — MPF Products

16. Published Prescribed Savings Rates¹ (1.12.2000 – 31.3.2016)

Prescribed Savings 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.

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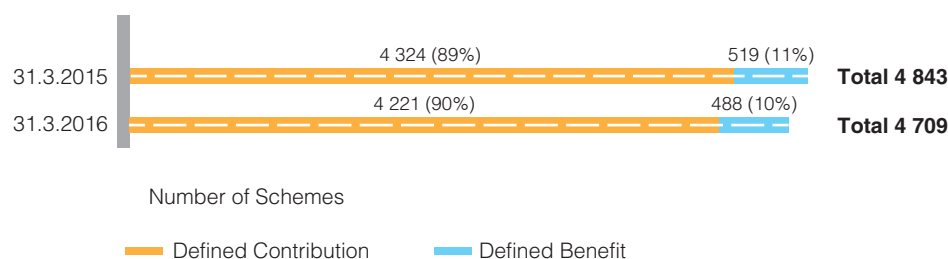
Part D — ORSO Schemes

1. Number of ORSO Schemes by Benefit Type (as at 31.3.2016)

Scheme Type	Benefit Type					
	Defined Contribution		Defined Benefit		Total	
	Number of Schemes	(%)	Number of Schemes	(%)	Number of Schemes	(%)
Registered Scheme						
MPF exempted	3 173	75	199	41	3 372	72
Non-MPF exempted	580	14	17	3	597	13
	3 753	89	216	44	3 969	84
Exempted Scheme						
MPF exempted	140	3	107	22	247	5
Non-MPF exempted	328	8	165	34	493	10
	468	11	272	56	740	16
Total	4 221	100	488	100	4 709	100

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

(two-year comparison)



2. Number of MPF Exempted ORSO Schemes (as at 31.3.2016)

	ORSO Registered Schemes	ORSO Exempted Schemes	Total
(a) Number of MPF Exempted ORSO Schemes approved (as at 31.3.2015)	3 478	255	3 733
(b) Number of new applications approved ¹ (1.4.2015 – 31.3.2016)	9	0	9
(c) Number of withdrawals of MPF Exemption Certificates (1.4.2015 – 31.3.2016)	115	8	123
(d) Number of MPF Exempted ORSO Schemes (as at 31.3.2016) [i.e. (d) = (a) + (b) – (c)]	3 372	247	3 619

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.

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Part D — ORSO Schemes

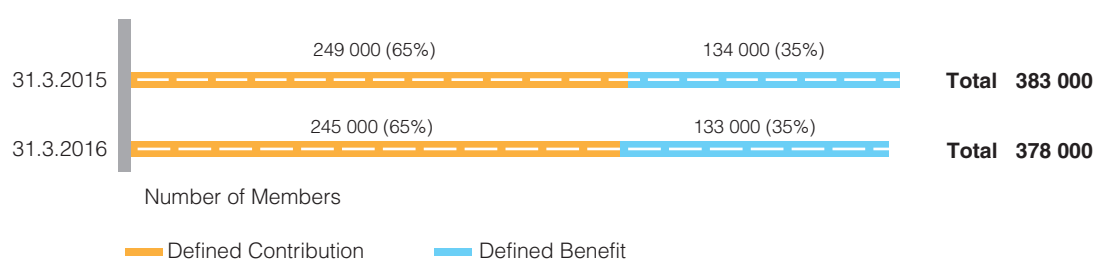
3. Number of Members Covered by ORSO Registered Schemes by Benefit Type

(as at 31.3.2016)

Scheme Type	Benefit Type					
	Defined Contribution		Defined Benefit		Total	
	Number of Members (‘000)	(%)	Number of Members (‘000)	(%)	Number of Members (‘000)	(%)
MPF exempted	209	62	128	38	337	100
Non-MPF exempted	36	86	5	12	42	100
Total	245	65	133	35	378	100

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

(two-year comparison)



4. Annual Contribution Amount to ORSO Registered Schemes by Employers and Employees (as at 31.3.2016)

	MPF Exempted		Non-MPF Exempted		Total	
	(HK\$ million)	(%)	(HK\$ million)	(%)	(HK\$ million)	(%)
Employer's Contributions						
Ordinary	14,763	77	584	72	15,347	77
Initial/Special	383	2	12	1	395	2
	15,146	79	596	73	15,742	79
Employee's Contributions	3,931	21	218	27	4,149	21
Total	19,077	100	814	100	19,891	100

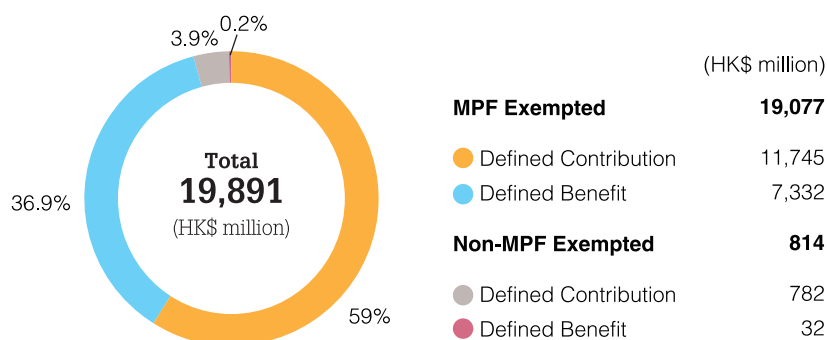
Source: The latest annual returns in respect of 3 900 ORSO registered schemes.

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Part D — ORSO Schemes

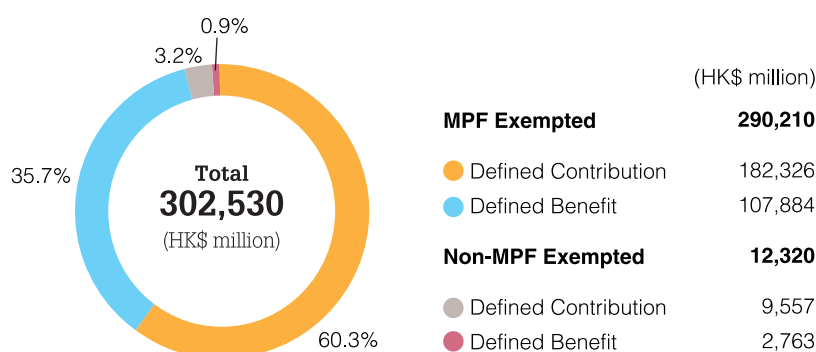
5. Annual Contribution Amount to ORSO Registered Schemes by Benefit Type

(as at 31.3.2016)



Source: The latest annual returns in respect of 3 900 ORSO registered schemes.

6. Asset Size of ORSO Registered Schemes by Benefit Type (as at 31.3.2016)



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

Source: The latest annual returns in respect of 3 900 ORSO registered schemes.

7. Asset Arrangements on Termination of the ORSO Registered Schemes

(1.4.2015 – 31.3.2016)

ORSO Asset Arrangements	Number of Schemes ¹		Asset Size	
		(%)	(HK\$ million)	(%)
Transferred to MPF scheme	30	21	354	6
Transferred to another ORSO scheme	16	11	5,377	89
Paid out to scheme members	100	68	288	5
Total	146	100	6,019	100

1 There is one terminated scheme with more than one asset arrangement.

STATISTICS

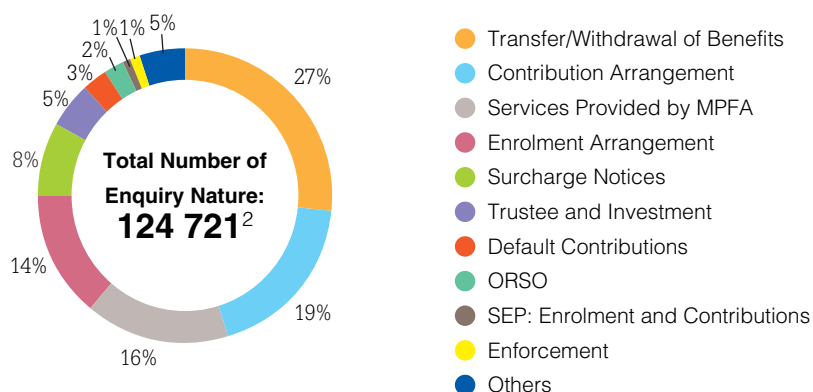
Part E — Enquiries and Complaints

1. Enquiries Received¹ by Enquirer Type (1.4.2015 – 31.3.2016)

Enquirer Type	Number of Enquiries	(%)
Employee	47 512	46
Employer	36 901	35
SEP	1 138	1
Service Provider	6 288	6
Others/Unknown	12 359	12
Total	104 198	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 (1.4.2015 – 31.3.2016)

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 (1.4.2015 – 31.3.2016)

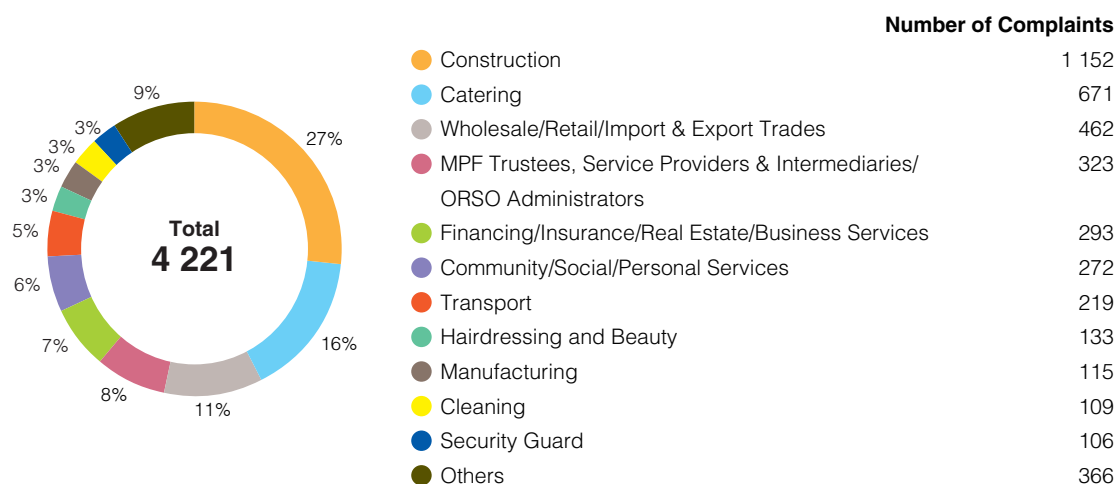
Enquirer Type	Number of Enquiries	(%)
Authorized Person of a Scheme Member	113 165	78
Scheme Member	31 052	21
Personal Representative or Persons Entitled to the Administration of the Estate of a Deceased Scheme Member	969	1
Total	145 186	100

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

STATISTICS

Part E — Enquiries and Complaints

4. Complaints Received by Industry of Complainee (1.4.2015 – 31.3.2016)



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

5. Complaints Received by Complainee Type (1.4.2015 – 31.3.2016)

Complainee	Number of Complaints
Employers (MPF and ORSO)	3 834
MPF Trustees and Service Providers	299
MPF Intermediaries	11
ORSO Administrators	13
Others	64
Total Number of Complaints Received	4 221

6. Nature of Complaints (1.4.2015 – 31.3.2016)

Type of Allegations	Number of Allegations
Employers (MPF and ORSO)	5 726
Default Contribution	3 441
Non-enrolment	1 393
Others	892
MPF Trustees and Service Providers	403
Scheme Administration	378
Others	25
MPF Intermediaries	15
Conduct Issues	13
Unregistered Activities	2
ORSO Administrators	24
Scheme Administration	23
Others	1
Others	73
Total Number of Allegations	6 241 ¹

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