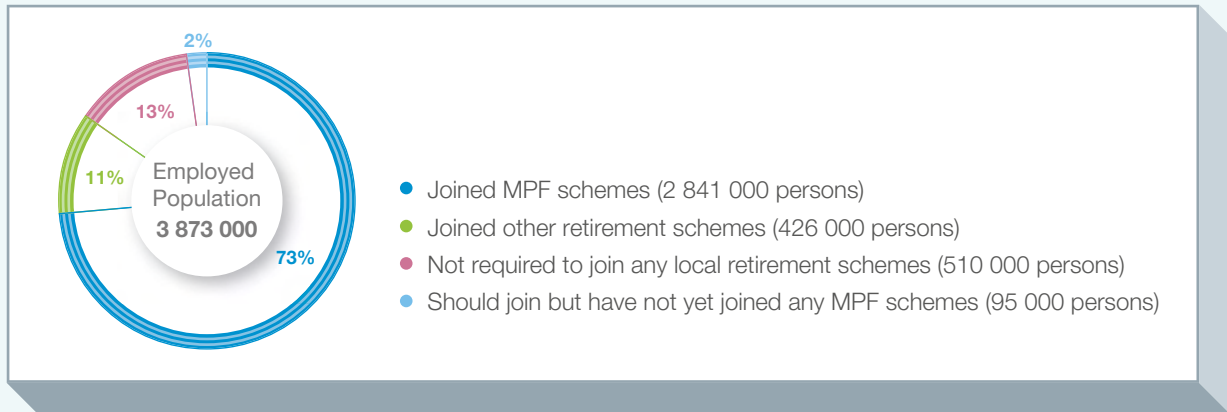


Statistics

Part A – MPF Scheme Members

1. Employed Population (by type of retirement schemes) (31.3.2019)



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

2. The MPF Universe (31.3.2019)

(a) Number of Employers under the MPF System

	('000)
Main businesses ¹	373
<i>add</i>	
– Owners' corporations with employee(s) that are not covered in the Central Register of Establishments (CRE) ²	5
– Employers engaged in other industries that are not covered in the CRE	9
<i>less</i>	
– Businesses with no employees ³	97
Employers under the MPF System	291

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.

Statistics

Part A – MPF Scheme Members

(b) Number of 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.

	('000)
Employees in Hong Kong (excluding those aged below 18 or above 65) ¹	3 462
<i>less</i>	
– Civil servants who are covered by the Civil Service Pension Schemes ²	81
– Teachers who are covered by the Grant Schools or Subsidized Schools Provident Fund ³	39
– Employees who choose to remain as members of MPF exempted ORSO registered schemes ⁴	305
– Domestic employees ¹	335
– 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	41
– Employees who are employed for less than 60 days, excluding employees participating in construction and catering industries ⁶	17
Relevant Employees under the MPF System	2 642

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.

Statistics

Part A – MPF Scheme Members

(c) Number of 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.

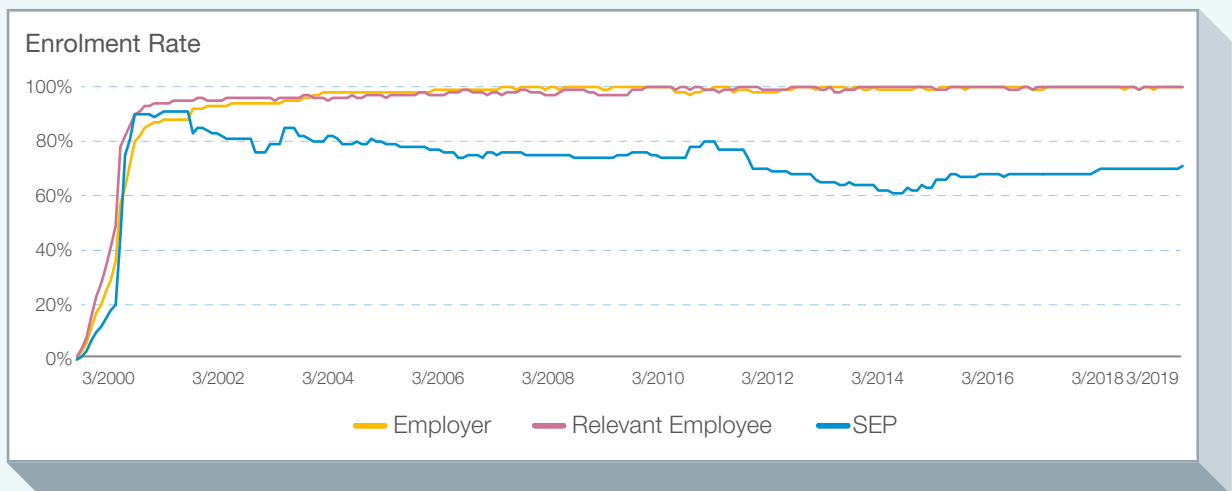
	('000)
SEPs in Hong Kong (excluding those aged below 18 or above 65) ¹	296
less	
– SEPs who are licensed hawkers (excluding licensed hawkers aged below 18 or above 65) ²	1
SEPs under the MPF System	295

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.

3. Enrolment in MPF Schemes



Estimated figures.

Statistics

Part A – MPF Scheme Members

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

As at	Employer		Relevant Employee		SEP		Contribution Accounts ² (‘000)	Personal Accounts ³ (‘000)
	Participating Employers ¹ (‘000)	Enrolment Rate (%)	Participating Members ¹ (‘000)	Enrolment Rate (%)	Participating Members ¹ (‘000)	Enrolment Rate (%)		
31.03.2018	281	99	2 586	100	206	70	4 002	5 528
30.06.2018	284	99	2 597	99	206	70	4 038	5 552
30.09.2018	289	99	2 624	100	207	70	4 080	5 557
31.12.2018	290	100	2 633	100	208	70	4 115	5 641
31.03.2019	291	100	2 632	100	209	71	4 127	5 698

Estimated figures.

- 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.
- 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.
- A Personal Account is primarily used to receive and hold MPF 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 MPF 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 (1.4.2018 - 31.3.2019)

(HK\$ million)

Quarter	Contributions Received				Benefits Paid			
	Mandatory	Voluntary	Special Voluntary ¹	Total	Mandatory	Voluntary	Special Voluntary ¹	Total
Q2 2018	14,632	2,924	192	17,748	4,425	1,484	564	6,472
Q3 2018	14,640	2,901	143	17,684	4,434	1,389	268	6,091
Q4 2018	14,997	2,968	139	18,104	4,008	1,084	194	5,287
Q1 2019	15,823	3,204	161	19,188	4,441	1,324	303	6,067
Total	60,091	11,998	636	72,725	17,308	5,281	1,329	23,917

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

- 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 MPF benefits is neither tied to employment nor subject to preservation requirements.

Statistics

Part A – MPF Scheme Members

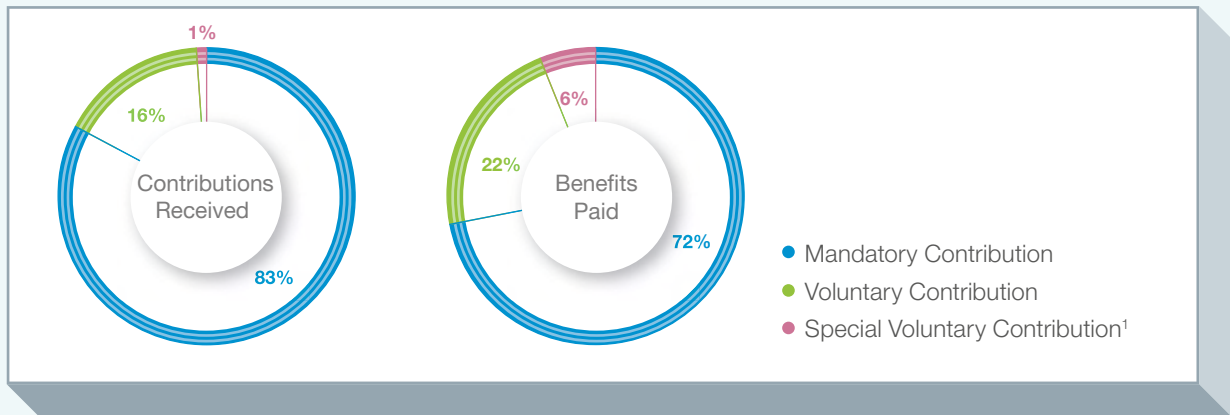
6. Amount of MPF Benefits Paid (by grounds of withdrawal) (1.4.2018 - 31.3.2019)

(HK\$ million)

Quarter	Retirement	Early Retirement	Permanent Departure from Hong Kong	Total Incapacity	Terminal Illness	Small Balance Account	Death	Offsetting Severance Payment	Offsetting Long Service Payment
Q2 2018	1,723	702	1,369	57	29	#	175	558	561
Q3 2018	1,831	690	1,291	58	33	#	178	549	573
Q4 2018	1,774	577	982	44	25	#	156	494	503
Q1 2019	2,099	588	980	45	24	#	195	529	640
Total	7,428	2,558	4,622	204	112	#	704	2,129	2,276

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

Less than \$0.5 million.

7. Percentage Share of MPF Contributions Received and MPF Benefits Paid (by contribution type) (1.4.2018-31.3.2019)

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 MPF benefits is neither tied to employment nor subject to preservation requirements.

Statistics

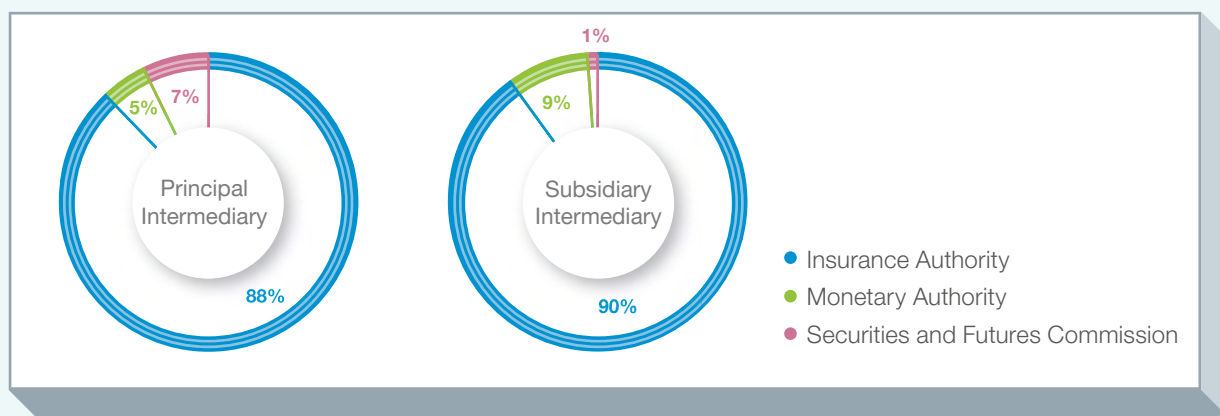
Part B – MPF Intermediaries

1. Number of Registered MPF Intermediaries (31.3.2019)

	Principal Intermediary ¹	Subsidiary Intermediary ²	Total
Registered MPF Intermediaries	412	33 047	33 459
By Frontline Regulator ³	412	31 802	32 214
<i>Insurance Authority</i>	364	28 678	29 042
<i>Monetary Authority</i>	19	2 776	2 795
<i>Securities and Futures Commission</i>	29	348	377

- 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) (31.3.2019)

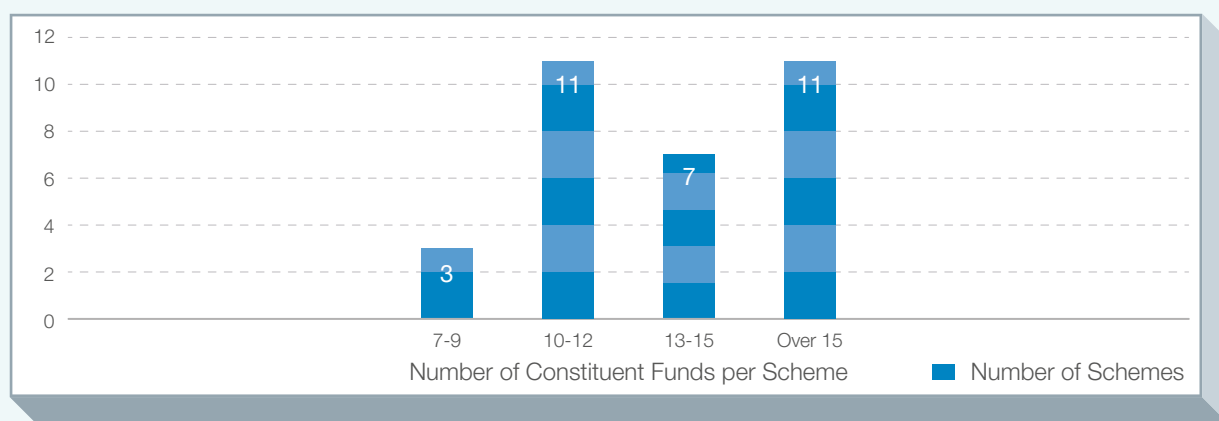


Percentages may not sum up to 100% due to rounding.

Statistics

Part C – MPF Products

1. Number of Approved Constituent Funds per MPF Scheme (31.3.2019)



2. Registration and Approval of MPF Schemes and Constituent Funds

	31.3.2018	Terminated/ Withdrawn in 2018-19	Registered/ Approved in 2018-19	31.3.2019
Registered Schemes	32	0	0	32
<i>Master Trust Schemes</i>	29	0	0	29
<i>Industry Schemes</i>	2	0	0	2
<i>Employer Sponsored Scheme</i>	1	0	0	1
Approved Constituent Funds	469	5	12	476¹
Approved Pooled Investment Funds (APIF)	319	4	1	316
Approved Index-tracking Collective Investment Schemes ²	119	1	13	131

1 Including 429 funds available in the market, 35 funds under two registered schemes that are to be terminated, and 12 funds approved to be launched at a later date.

2 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 APIFs (by fund structure) (31.3.2019)

	Unit Trust	Insurance Policy ¹	Total
Umbrella Funds ²	25	1	26
Internal Portfolios ³	180	1	181
Feeder Funds ⁴	23	6	29
Portfolio Management Funds ⁵	76	4	80
Total	304	12	316

1 These refer to Class G insurance policy APIFs. A class G insurance policy APIF is an APIF in the form of an insurance policy with capital or return guarantees.

2 An umbrella fund is a collective investment scheme which contains several distinct sub-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.

Statistics

Part C – MPF Products

4. Net Asset Values of Approved Constituent Funds (by scheme type)

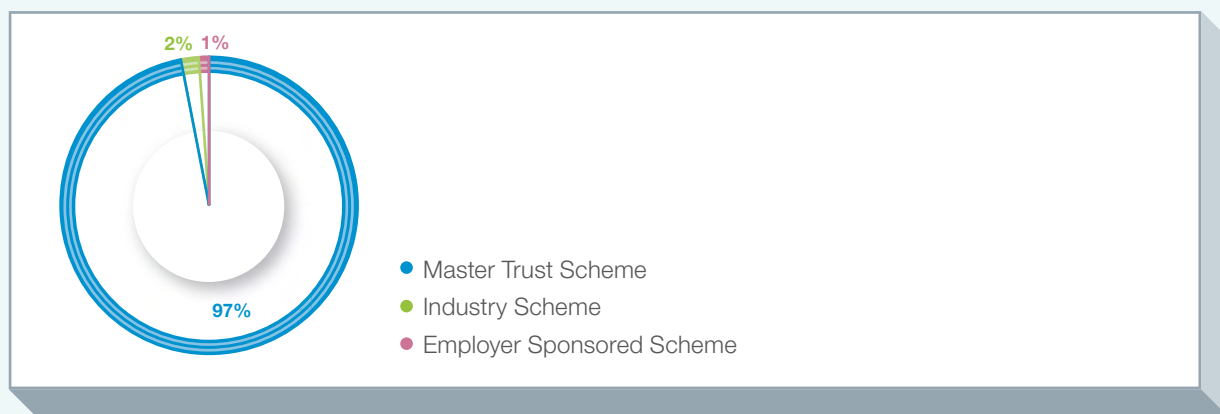
(HK\$ million)

As at	Master Trust Scheme	Industry Scheme	Employer Sponsored Scheme	Total
31.03.2018	834,617	16,615	5,460	856,692
30.06.2018	830,036	16,525	5,434	851,994
30.09.2018	836,149	16,729	5,436	858,314
31.12.2018	791,616	16,247	5,161	813,024
31.03.2019	870,270	17,386	5,645	893,302

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

5. Percentage Share of Aggregate Net Asset Values (by scheme type)

(31.3.2019)



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

6. Number of Registered Schemes (by scheme type) (31.3.2019)

Scheme Type	Master Trust Scheme	Industry Scheme	Employer Sponsored Scheme	Total
Number	29 ¹	2	1	32

¹ Among the 29 master trust schemes, 27 are active schemes and two are to be terminated.

Statistics

Part C – MPF Products

7. Net Asset Values¹ of Approved Constituent Funds (by fund type)

(HK\$ million)

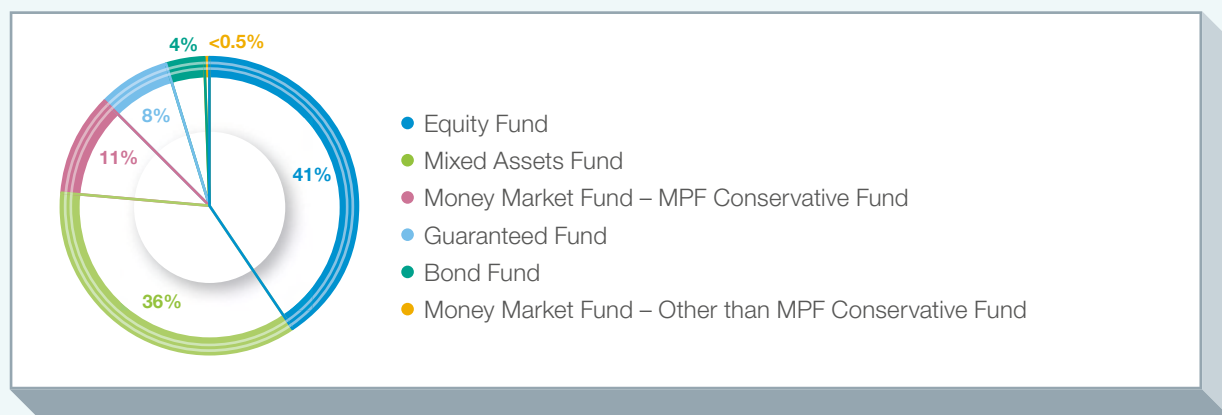
As at	Equity Fund	Mixed Assets Fund	Money Market Fund – MPF Conservative Fund	Guaranteed Fund	Bond Fund	Money Market Fund – Other than MPF Conservative Fund	Total
31.03.2018	356,252	315,101	86,210	65,894	29,352	3,884	856,692
30.06.2018	352,331	312,376	87,841	66,096	29,365	3,985	851,994
30.09.2018	348,787	315,286	92,763	67,575	29,854	4,050	858,314
31.12.2018	318,318	291,804	98,156	69,582	30,946	4,218	813,024
31.03.2019	362,453	320,572	101,158	71,663	33,059	4,397	893,302

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

1 The figures include assets transferred from ORSO schemes.

8. Percentage Share of Aggregate Net Asset Values (by fund type)

(31.3.2019)



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

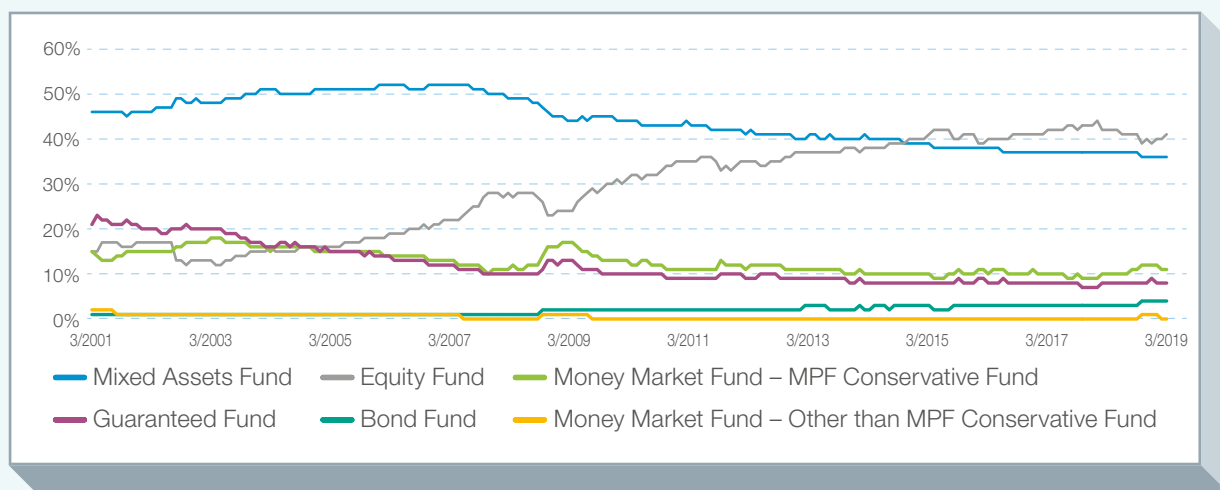
Statistics

Part C – MPF Products

9. Number of Approved Constituent Funds (by fund type) (31.3.2019)

Fund Type	Equity Fund	Mixed Assets Fund	Money Market Fund – MPF Conservative Fund	Guaranteed Fund	Bond Fund	Money Market Fund – Other than MPF Conservative Fund	Total
Number	162	209	32	21	43	9	476

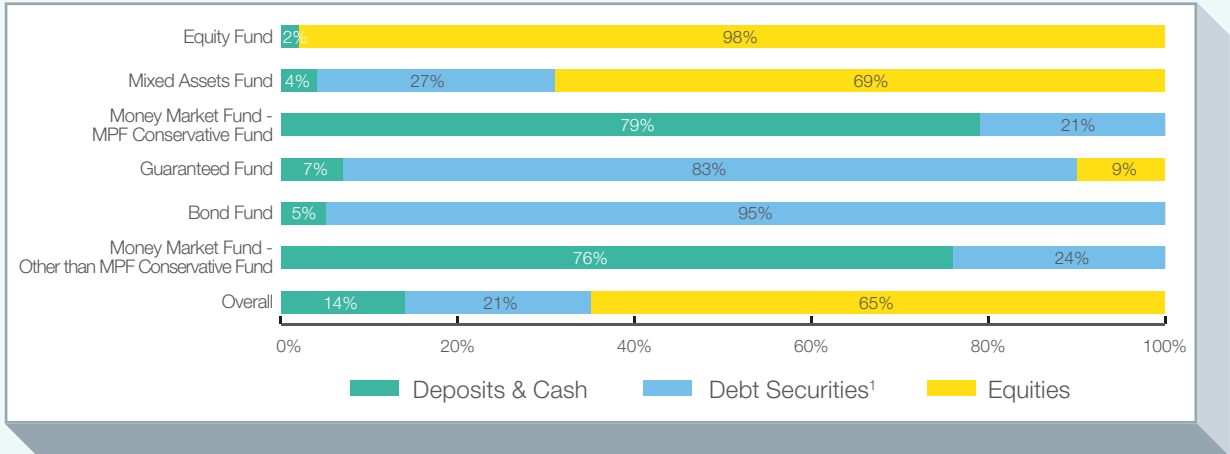
10. Changes in Percentage Share of Net Asset Values of MPF Funds (by fund type)



Statistics

Part C – MPF Products

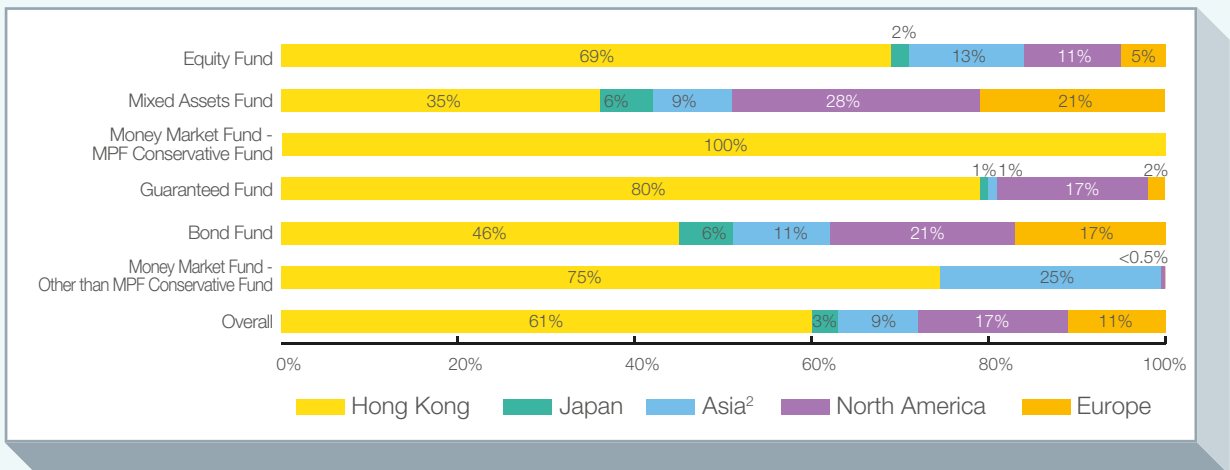
11. Asset Allocation of Approved Constituent Funds
(by fund type and asset class) (31.3.2019)



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

1 Includes convertible debt securities.

12. Asset Allocation of Approved Constituent Funds
(by fund type and geographical region¹) (31.3.2019)



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

Statistics

Part C – MPF Products

13. Asset Allocation of Approved Constituent Funds

(by geographical region¹ and asset class) (31.3.2019)

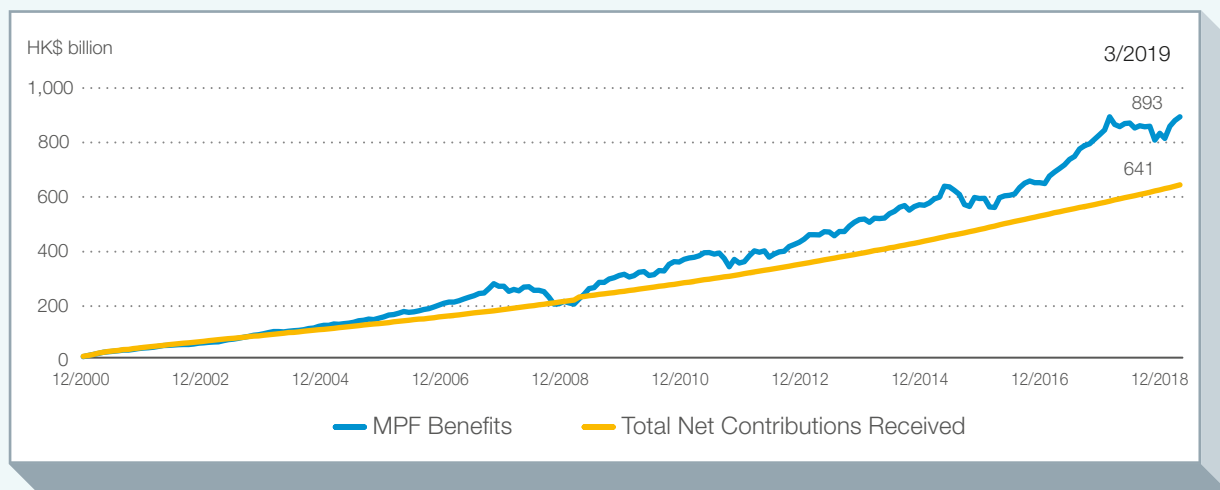
	Deposits & Cash	Debt Securities ²	Equities	Overall
Hong Kong	13%	10%	37%	61%
Japan	§	1%	2%	3%
Asia ³	§	1%	8%	9%
North America	§	6%	10%	17%
Europe	§	4%	7%	11%
Overall	14%	21%	65%	100%

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.

14. MPF Benefits and Total Net Contributions Received since the Inception of the MPF System (1.12.2000 – 31.3.2019)



Statistics

Part C – MPF Products

15. 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 (c)	Net Investment Return during the Period ³ (b)-(a)-(c)	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%
1.4.2016 – 31.3.2017	592,578	701,166	48,467	60,121	9.7%
1.4.2017 – 31.3.2018	701,166	856,692	47,373	108,153	14.9%
1.4.2018 – 31.3.2019	856,692	893,302	52,127	-15,517	-1.8%
Since inception of the MPF System					
1.12.2000 – 31.3.2019	–	893,302	640,766⁴	252,535	4.0%

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.

Statistics

Part C – MPF Products

16. Annualized Return¹ of Approved Constituent Funds (by fund type and period) (31.3.2019)

Fund Type	Past 1 year	Past 3 years	Past 5 years	Since 1.12.2000
Equity Fund	-2.5%	11.5%	6.1%	4.9%
Mixed Assets Fund	-2.7%	6.8%	3.4%	4.2%
Money Market Fund – MPF Conservative Fund	0.8%	0.3%	0.2%	0.7%
Guaranteed Fund	0.4%	0.9%	0.7%	1.2%
Bond Fund	0.5%	0.8%	0.8%	2.6%
Money Market Fund – Other than MPF Conservative Fund	-0.3%	0.7%	0.5%	0.6%
Change of the Consumer Price Index (CPI) for the Same Periods				
Annualized Composite CPI % Change ²	2.1%	1.7%	2.5%	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 Calculated on the basis of the 2014/15-based Composite CPI compiled by the Census and Statistics Department.

17. Average, Highest and Lowest Fund Expense Ratios (FER) of Constituent Funds¹ (by fund type) (31.3.2019)

	Number of Funds	Average FER	Highest FER	Lowest FER
Equity Fund	174	1.55%	2.81%	0.71%
Mixed Assets Fund	222	1.64%	2.15%	0.67%
Bond Fund	45	1.29%	2.02%	0.76%
Guaranteed Fund	23	1.96%	3.39%	1.29%
Money Market Fund – MPF Conservative Fund	36	0.81%	1.11%	0.51%
Money Market Fund – Other than MPF Conservative Fund	14	1.01%	1.33%	0.45%
Overall	514²	1.52%	3.39%	0.45%

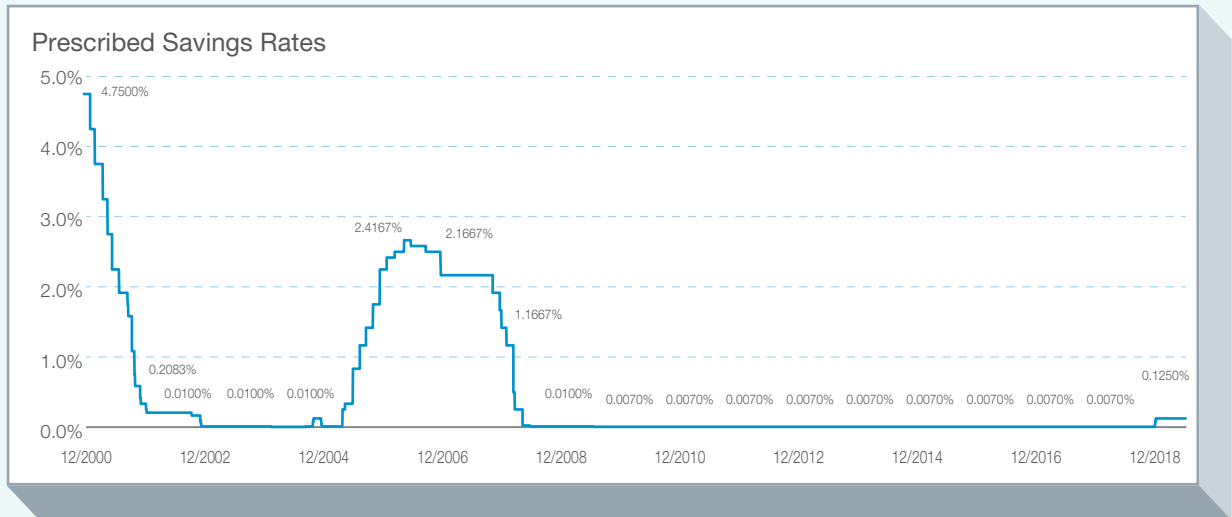
1 The FER figures in the table are related to individual constituent funds of MPF registered schemes with financial year end dates falling within the period from 1 July 2017 to 30 June 2018.

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.

Statistics

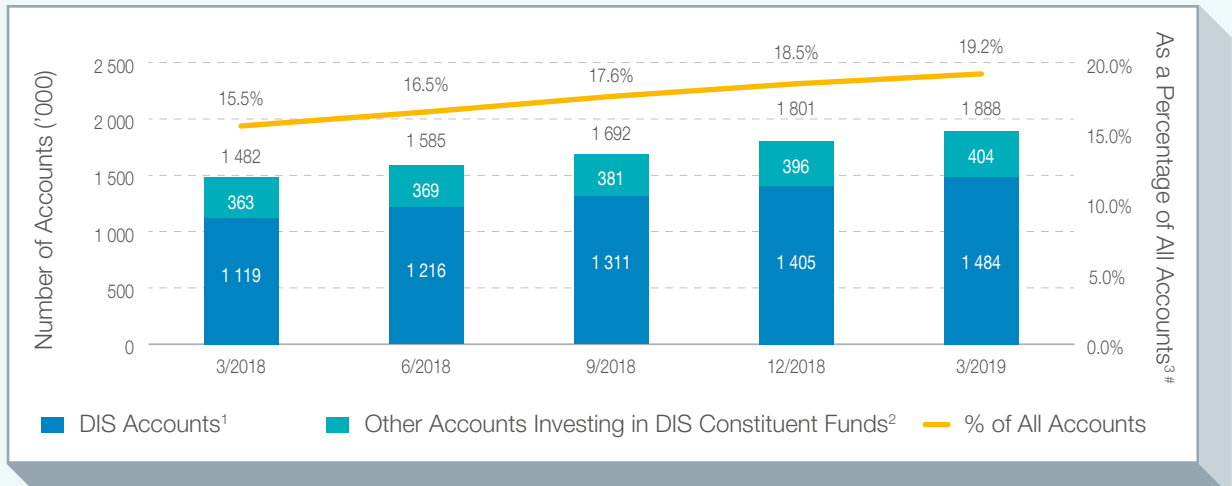
Part C – MPF Products

18. Published Prescribed Savings Rates¹ (1.12.2000 – 31.3.2019)



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.

19. Number of Accounts Investing in Default Investment Strategy (DIS) Constituent Funds (by categories of accounts)



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

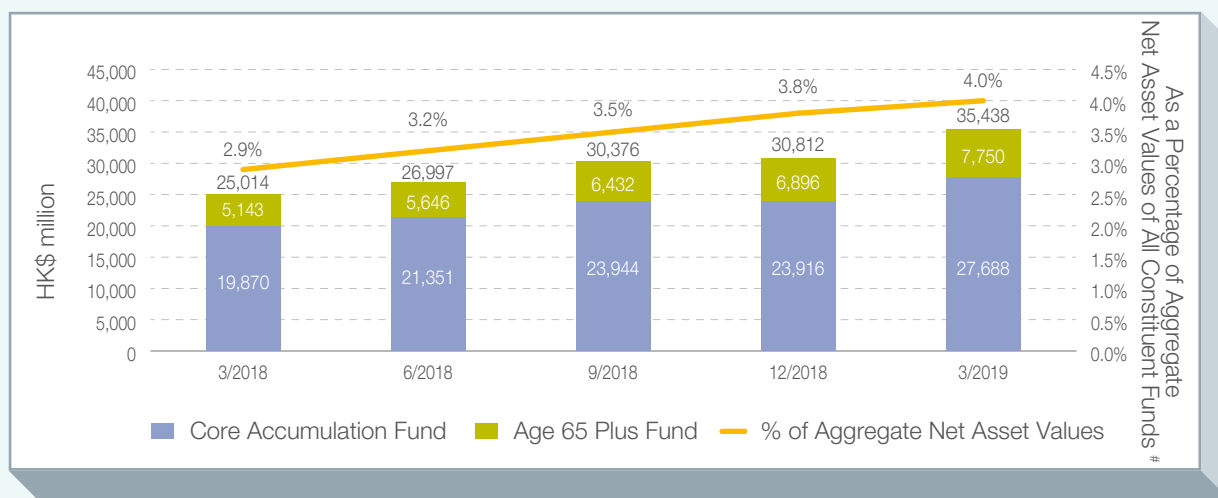
Percentage figures are derived from unrounded figures.

- 1 DIS accounts refer to those member accounts which invest in the DIS constituent funds according to the DIS.
- 2 Other accounts investing in DIS constituent funds refer to those accounts which invest in one or both of the DIS constituent funds, but not according to the DIS.
- 3 Include contribution accounts and personal accounts.

Statistics

Part C – MPF Products

20. MPF Assets Invested in DIS Constituent Funds (by fund type)



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

Percentage figures are derived from unrounded figures.

21. Annualized Return¹ of DIS Constituent Funds (by fund type and period) (31.3.2019)

Fund Type	Past 1 year	Since 1.4.2017 ²
Core Accumulation Fund (CAF)	1.7%	5.4%
Age 65 Plus Fund (A65F)	2.5%	3.1%
Change of the Reference Portfolio³ for the Same Periods		
Reference Portfolio – CAF	2.0%	5.6%
Reference Portfolio – A65F	2.5%	3.1%

1 Return figures are net of fees and charges. Returns of DIS constituent funds were calculated by way of time-weighted method. The annualized return was calculated by raising the monthly return to the power of 12.

2 The DIS was launched on 1 April 2017.

3 The reference portfolios for the CAF and A65F were developed by the MPF industry in consultation with MPFA for performance measurement and reporting purposes.

Statistics

Part D – ORSO Schemes

1. Number of ORSO Schemes (by benefit type) (31.3.2019)

	Defined Contribution		Defined Benefit		Total	
Registered Scheme	3 371	90%	193	47%	3 564	86%
MPF exempted	2 831	76%	177	43%	3 008	73%
Non-MPF exempted	540	14%	16	4%	556	13%
Exempted Scheme	359	10%	222	53%	581	14%
MPF exempted	115	3%	89	21%	204	5%
Non-MPF exempted	244	7%	133	32%	377	9%
Total	3 730	100%	415	100%	4 145	100%

2. Number of MPF Exempted ORSO Schemes (31.3.2019)

	ORSO Registered Schemes	ORSO Exempted Schemes	Total
(a) MPF Exempted ORSO Schemes approved (31.3.2018)	3 149	209	3 358
(b) New applications approved ¹ (1.4.2018 – 31.3.2019)	7	0	7
(c) Withdrawals of MPF Exemption Certificates (1.4.2018 – 31.3.2019)	148	5	153
(d) MPF Exempted ORSO Schemes (31.3.2019) [i.e. (d) = (a) + (b) – (c)]	3 008	204	3 212

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) (31.3.2019)

	Defined Contribution		Defined Benefit		Total	
MPF exempted	200 000	63%	117 000	37%	317 000	100%
Non-MPF exempted	39 000	89%	5 000	11%	44 000	100%
Total	239 000	66%	122 000	34%	361 000	100%

Statistics

Part D – ORSO Schemes

4. Annual Contribution Amount to ORSO Registered Schemes (by employers and employees) (31.3.2019)

	MPF Exempted		Non-MPF Exempted		Total	
	(HK\$ million)	(%)	(HK\$ million)	(%)	(HK\$ million)	(%)
Employer's contributions	17,074	79	778	60	17,852	78
<i>Ordinary</i>	16,147	75	327	25	16,474	72
<i>Initial/Special</i>	927	4	451	35	1,378	6
Employee's contributions	4,566	21	515	40	5,081	22
Total	21,640	100	1,293	100	22,933	100

Source: The latest annual returns in respect of 3 500 ORSO registered schemes.

5. Annual Contribution Amount to ORSO Registered Schemes (by benefit type) (31.3.2019)

	Defined Contribution		Defined Benefit		Total	
	(HK\$ million)	(%)	(HK\$ million)	(%)	(HK\$ million)	(%)
MPF exempted	13,248	57.8	8,392	36.6	21,640	94.4
Non-MPF exempted	1,205	5.3	88	0.4	1,293	5.6
Total	14,453	63	8,480	37	22,933	100

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

Source: The latest annual returns in respect of 3 500 ORSO registered schemes.

6. Asset Size of ORSO Registered Schemes (by benefit type) (31.3.2019)

	Defined Contribution		Defined Benefit		Total	
	(HK\$ million)	(%)	(HK\$ million)	(%)	(HK\$ million)	(%)
MPF exempted	211,422	60	125,060	35.5	336,482	95.5
Non-MPF exempted	12,625	3.6	3,340	0.9	15,965	4.5
Total	224,047	63.6	128,400	36.4	352,447	100

Source: The latest annual returns in respect of 3 500 ORSO registered schemes.

7. Asset Arrangements on Termination of the ORSO Registered Schemes (1.4.2018 – 31.3.2019)

	Number of Schemes ¹		Asset Size	
		(%)	(HK\$ million)	(%)
Asset transferred to MPF scheme	36	21	713	31
Asset transferred to another ORSO scheme	6	3	606	27
Asset paid out to scheme members	131	76	946	42
Total	173	100	2,265	100

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

Statistics

Part E – Enquiries and Complaints

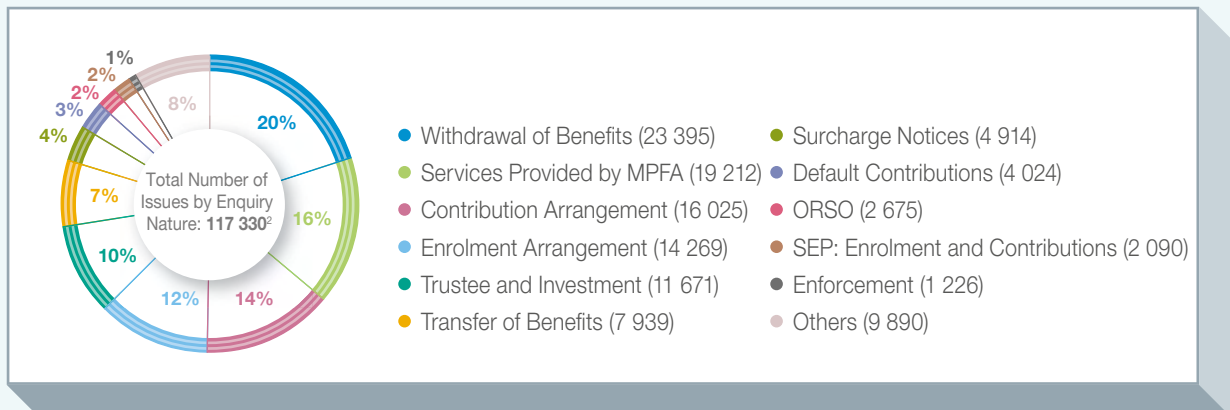
1. Number of Enquiries Received¹ (by enquirer type) (1.4.2018 – 31.3.2019)

Enquirer	Number of Enquiries	
Employee	41 162	45%
Employer	24 013	26%
SEP	1 192	1%
Service Provider	7 369	8%
Others/Unknown	18 565	20%
Total	92 301	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 – Number of Personal Account Enquiries Received (by enquirer type).

2. Nature of Enquiries¹ (1.4.2018 – 31.3.2019)



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 – Number of Personal Account Enquiries Received (by enquirer type).

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

3. Number of Personal Account Enquiries Received (by enquirer type) (1.4.2018 – 31.3.2019)

Enquirer	Number of Enquiries	
Authorized Person of a Scheme Member	114 687	81%
Scheme Member	26 094	18%
Personal Representative or Persons Entitled to the Administration of the Estate of a Deceased Scheme Member	1 102	1%
Total	141 883	100%

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

Statistics

Part E – Enquiries and Complaints

4. Number of Complaints Received (by industry of complainee)

(1.4.2018 – 31.3.2019)



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

5. Number of Complaints Received (by complainee type)

(1.4.2018 – 31.3.2019)

Complainee	Number of Complaints	
Employers (MPF and ORSO)	3 891	91%
MPF Trustees and Service Providers	257	6%
MPF Intermediaries	11	#
ORSO Administrators	15	#
Others	96	2%
Total	4 270	100%

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

Less than 0.5%.

Statistics

Part E – Enquiries and Complaints

6. Nature of Complaints Received (by complainee type and by issue)

(1.4.2018 – 31.3.2019)

Complainee and Issue	Number of Issues	
Employers (MPF and ORSO)	5 464	92%
– <i>Default Contribution</i>	3 732	
– <i>Non-enrolment</i>	1 606	
– <i>Others</i>	126	
MPF Trustees and Service Providers	338	6%
– <i>Scheme Administration</i>	315	
– <i>Others</i>	23	
MPF Intermediaries	12	#
– <i>Conduct</i>	11	
– <i>Servicing & Others</i>	1	
ORSO Administrators	19	#
– <i>Scheme Administration</i>	19	
Others	77	1%
Total	5 910¹	

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

Less than 0.5%.

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