

Knowing your member account and service

Member Booklet



Introduction of Member MPF Account

Money in Your Employee Account

An **employee contribution account** keeps track of the current value of your own contribution and the contribution made by your employer for you. It is divided into the following sub-accounts for the various types of contribution:

Contribution Accounts	Holds the accrued benefits derived from
1. Employer's Mandatory sub-account	Your current employer's mandatory contribution
2. Employee's Mandatory sub-account	Your current mandatory contribution and any surcharge on contribution in arrears paid by your current employer
3. Employee's Mandatory Transfer sub-account	Mandatory contribution from your former employment(s) or while you were self-employed
4. Employee's Voluntary sub-account	Your current voluntary contribution
5. Employee's Voluntary Transfer sub-account	Voluntary contribution from your former employment(s) or while you were self-employed
6. Employer's Voluntary sub-account	Your current employer's voluntary contribution subject to vesting
7. Other sub-account	Any other contribution which the Trustee deems appropriate and necessary

Vesting in Your Account

You are always **100%** vested with respect to contributions in the Employer's Mandatory and all the Employee's sub-accounts under your Contribution Account.

You own a percentage of the money in the Employer's Voluntary sub-account. This is your vested portion and you will be **100% vested** if you are still working for your employer on or after the earliest of these dates:

- The date you meet the age and/or service requirement(s) for early retirement, if applicable; or
- The date you reach Normal Retirement Age; or
- The date you become permanently incapacitated such that you are incapable of performing the work that you are doing; or
- The date you passed away.

A lump sum benefit that equals to the current value of the combined balance of all your sub-accounts will be payable. Apart from the above events, the vesting schedule designed by your employer will be used to determine the amount of your vested benefit.

When and How the Scheme Pays Benefits

You can withdraw your accrued benefits in a lump sum under the following circumstances:



Death



Total
Incapacity



Permanent
Departure
from
Hong Kong



Claim on
Small Balance
Account



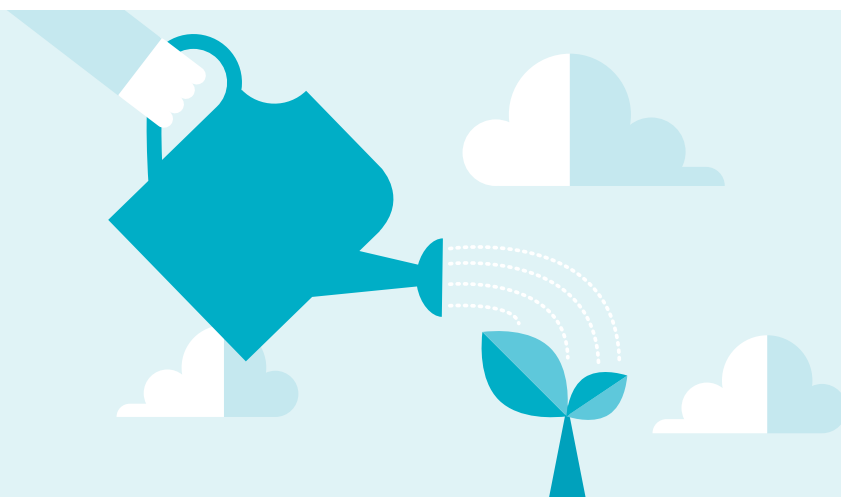
Terminal
Illness

You can withdraw your accrued benefits by lump sum or by instalments under the following circumstances:

- Normal retirement at the age of 65
- Early retirement between the age of 60 and 64

Withdrawing Your Voluntary Contribution

- Your voluntary contributions can only be withdrawn upon termination of your employment.
- A lump sum equals to the combined balance of the Employee's Voluntary and Voluntary Transfer sub-accounts and the vested amount in the Employer's Voluntary sub-account will be payable.
- It is your responsibility to settle any applicable taxes subsequently.



Your Rights and Obligations

On Cessation of Employment

If you are leaving your employer's service, all accrued benefits resulting from mandatory contribution must be preserved. However, you could choose to transfer them to:

1. a “**Personal Account**” in the same Master Trust Scheme; or
2. a “**Personal Account**” in another Master Trust Scheme/Industry Scheme; or
3. an account in the registered scheme of the new employer.

Upon your termination of employment, your employer must notify the Trustee of your termination of service and you are required to advise the Trustee in writing within a period of **3** months which of the above options you would elect.

If you fail to do so, you will be deemed to have elected the above first option. A withdrawal statement will be sent to you showing the amount of your benefit.

Long Service/Severance Payment Offset

Your accrued benefits derived from all employer contribution could be used to offset long service or severance payment owed to you under the Employment Ordinance.

If no instruction is given by the employer, long service payment/severance payment will be offset by employer's voluntary contribution followed by mandatory contribution.

Summary Dismissal

Upon dismissal with cause, payment of your employer's voluntary contribution could be reduced or forfeited.

Employee Choice Arrangement

Under the Employee Choice Arrangement, you can transfer once per calendar year (that is, from 1 January to 31 December in any given year) the accrued benefits derived from your own mandatory contributions made during current employment to a trustee and scheme of your choice. The accrued benefits of the mandatory contributions from your former employment can be transferred anytime while the accrued benefits derived from voluntary contributions is subject to the governing rules of the original scheme. You should consider all the implications before making any election to transfer the accrued benefits.

For details, please contact the original/new trustee or the Mandatory Provident Fund Schemes Authority.

Tax Deductible Voluntary Contributions

MPF or MPF Exempted ORSO schemes members are eligible to set up Tax Deductible Voluntary Contributions (TVC) accounts. Members can make TVC directly to the account without going through the employers. Only contributions made to TVC accounts not exceeding the tax deduction cap are tax deductible. For details, please refer to <https://www.principal.com.hk/tax-deductible-voluntary-contributions>.

More on Personal Accounts

Money in Your Personal Account – Ownership and General Information

Personal Account	Holds the accrued benefits derived from
1. Mandatory Personal sub-account	Your transfer-in mandatory contribution
2. Voluntary Personal sub-account	Your transfer-in voluntary contribution

When and How the Scheme Pays Benefits

You are always **100%** vested with respect to the contributions in all the sub-accounts of your Personal Account. A lump sum benefit that equals to the current value of the combined balance of all sub-accounts will be payable upon any one of the occurrences as explained on page 2 and the submission of necessary documentation as specifically referred to under the situation.

Withdrawing Your Voluntary Contribution

Personal Account members may also withdraw accrued benefits attributable to their voluntary contributions. The first four withdrawals in each financial year will be free-of-charge but starting from the fifth withdrawal in each financial year, a handling charge of up to HK\$300.00 may be imposed for each withdrawal and deducted from the withdrawal amount.

Ceasing Participation in the Scheme

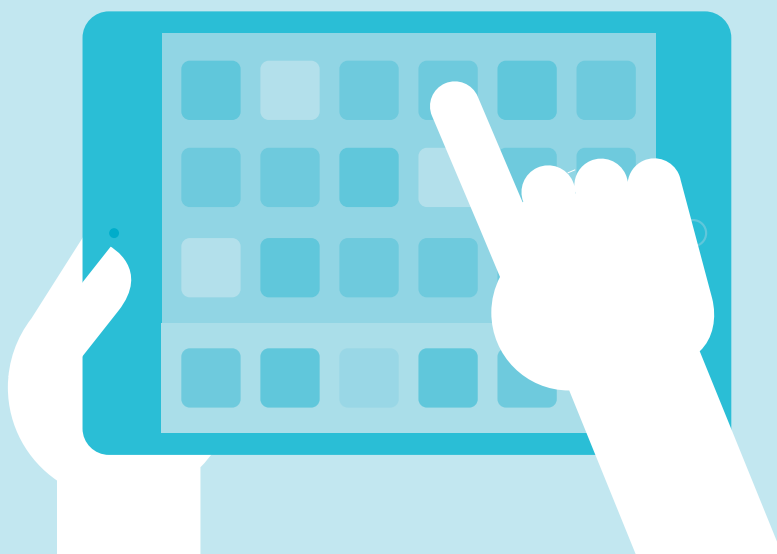
To end membership of your Personal Account, you must provide written notice to the Trustee at least 1 month prior to the intended date of termination of your membership. Accrued benefits will then be transferred to the Trustee of your designated registered scheme.

Consolidate Your Personal Accounts

For easy management of your Personal Accounts, you can consolidate them with Principal by completing and returning to us the following forms:

1. Personal Account Member Application Form; and/or
2. Scheme Member's Request for Fund Transfer Form MPF(S)-P(M); and/or
3. Employee Choice Arrangement ("ECA") – Transfer Election Form MPF(S)-P(P); and/or
4. Scheme Member's Request for Account Consolidation Form MPF(S)-P(C)

These forms can be downloaded at our website at www.principal.com.hk. For more details, please call our customer service hotline at 2827 1233 or visit our website.



MPF Member Service

Convenient Communication

As our prestige MPF member, you can make use of the following member services to manage and keep track of your MPF account.

Principal TeleTouch® – 2827 1233

Our 24-hour interactive voice response hotline enables you to manage your MPF account, make the changes you want and obtain the latest MPF fund information. You can also speak to our Customer Service Officers during office hours as shown below:

Mon – Fri 9:00 am – 7:00 pm

(Closed on Saturdays, Sundays and Public Holidays)

Principal Retirement Service Centre – www.principal.com.hk

Our website provides you with the flexibility to manage your MPF account anytime anywhere after you login the [Principal Retirement Service Centre](http://www.principal.com.hk). It helps you to have access to the latest MPF information, unit prices and investment performance. You can download the forms you need as well.

SMS & Email

By registering the Principal eChannel Service, you may enjoy a wide array of free services including regular updates on pension account balance via SMS, latest information on Principal products and services, promotional programs as well as exclusive member benefits via e-mail.

Mobile Applications

Principal Mobile Application enables you to easily manage your MPF account and plan for the future at your fingertips! Principal MPF members can check your MPF account details anytime anywhere you want!

Simply download and enjoy the value-added services provided to you by Principal!



~Forgot your Account Login Password

You can regenerate your new password online. The new password will be sent to your registered email address or to your registered address. You are encouraged to register your email address with us which the new password will be sent to your registered email address within 15 minutes under normal circumstances.

Annual Benefit Statement & Annual Benefit eStatement

We will send you an Annual Benefit Statement (“ABS”) within 3 months after each scheme year end.

To learn how to read your ABS, simply scan the QR code to watch the video. Here are the key features of ABS covered in the **Principal 3-minute ABS video**:



- Your Account Balance
- Your Total Contribution Invested
- Your Account Gain/(Loss)
- Your Transfers In and Out, Withdrawals (if any)

Fund Fact Sheet & Other Investment Information

We issue a range of materials to provide you with the latest information on fund performance and the investment market. Simply get a copy of our Fund Fact Sheet or our Market Review from our website.

E-Notification

By Registering E-Notification, you can obtain member notice, member benefit statement, fund fact sheets, MPF Scheme Brochure and addendum of the MPF Scheme Brochure, newsletters, information booklet and promotional materials in electronic form.

Advantages of registering your email address:

- Fastest way to regenerate your personal PIN
- Stay tuned with the commentary from our fund managers (i.e. Monthly Market Insights)
- Receiving alert when your member benefit statement is ready for download*
- Others – will be having more MPF & investment related materials to come!

*For member who have registered for e-communication service only.



Change of Investment Choice

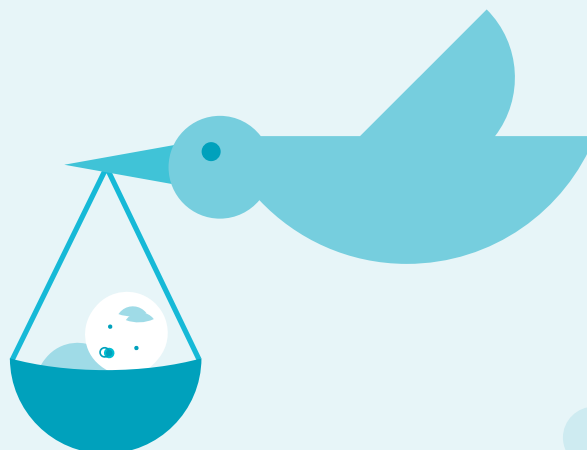
Our range of funds allows you to create your own investment portfolio and change them according to your needs. You may switch between funds or reallocate all or part of your contributions across different funds. We offer free and unlimited switching to our MPF members with a cut-off time of 4:00pm Hong Kong time on every business day if the switching instruction submitted via logon to your account online at our website or Interactive Voice Response System or Mobile Apps.

You may:

1. change your investment allocation on Future Contributions or
2. switch your Existing Contributions to different investment funds using the following methods:

- Form - “Change of Investment Choice By Member”
- Logon to your account on-line at www.principal.com.hk
- Interactive Voice Response System (Principal TeleTouch® at 2827 1233)
- Mobile Apps

Note: For changing investment choice via Principal website, you are required to re-enter your password to confirm and submit your instruction. Once your transaction is accepted, system will send you a transaction reference number.



Change of Personal Particulars

To change your personal information with us, you can do it via the following channels:

- ☑ Form - “Change of Member/Self Employed Personal Particulars”
- ☑ Logon to your account on-line at www.principal.com.hk
- ☑ Call our Customer Service Hotline at 2827 1233

If you have changed the telephone number, residence address or mailing address that involves in a change of jurisdiction or country, or have changed the tax residence, you should provide an updated Self-Certification Form-Individual to Principal within 30 days of such changes. The form can be downloaded from our website at www.principal.com.hk.

Special Voluntary Contributions

Special Voluntary Contributions (SVC) allows you to work towards your financial goals by making monthly regular or lump sum contributions. It can be done without going through your employer. Your benefit in the SVC account can be redeemed in full or in part at any time. You can also decide to increase or reduce your regular contributions at the time of your own choice. To learn more, please visit our website at www.principal.com.hk or call our Customer Service Hotline at 2827 1233.

Benefit Withdrawal

To claim your MPF benefits under the circumstances set by the MPFA, simply visit our website at www.principal.com.hk or call our Customer Service Hotline at 2827 1233 to get the required statutory forms.

Kindly note that the withdrawal of voluntary contribution including both employer and member portions derived from existing and previous employments will only be allowed upon your termination of employment.



Appendix I

Member Service Overview



Member Services	Interactive Hotline 2827-1233	Internet www.principal.com.hk	Mobile App (iPhone & Android Platform)	Member Benefit Statement	SMS
Account Balance	✓	✓	✓	✓	✓
Fund Allocation	✓	✓	✓	✓	
Account Gain / Loss	✓	✓	✓	✓	
Contribution Record	✓	✓		✓	
Management Fee		✓		✓	
Fund Transaction Record		✓			
Fund Switching 1. Future investment direction 2. Investment direction on existing money	Unlimited Fund Switching Frequency				
Fund Price Alert; Retirement Planning Calculator			✓		



Appendix II

Member Hotline User Guide

Quick User Guide for Principal TeleTouch® 2827 1233

Please select language **1** Cantonese **2** English **3** Mandarin

Press 1 Employee, Personal Account or Self-Employed Person Enquiries

- 1** Enquiries on your account information
(You must enter your member number and PIN)
 - 1** Enquire for account balance
 - 2** Enquire for contribution record
 - 3** Change investment choice
 - 4** Change PIN
 - 6** Constituent funds information
 - 7** MPF general administration procedures
 - 8** Return to the previous menu
 - 0** Obtain administration forms and reports or Contact our Customer Service Officer
 - #** End
- 2** General Information (No need to enter member number and PIN)
- 0** Contact our Customer Service Officer

Press 2 Employer Enquiries

- 1** Enquiries on your Company's account information
(You must enter your Company's Login ID and PIN)
 - 1** Enquiries for account information
 - 1** Accumulated forfeiture balance
 - 2** Latest contribution record
 - 4** Change PIN
 - 6** Constituent funds information
 - 7** MPF general administration procedures & questions
 - 8** Return to the previous menu
 - 0** Obtain Administration Forms / Statement or to Contact our Customer Service Officer
 - #** End
- 2** General Information (No need to enter Login ID and PIN)
- 0** Contact our Customer Service Officer

Press 3 Default Investment Strategy (Contact our Customer Service Officer)

Press 4 Prospective Principal Client

- 1** Principal MPF Scheme Series 800
- 3** Company Background of Principal
- 7** Enquire other Principal products

Press 5 Forget PIN

Press 6 Obtain Principal TeleTouch® user guide by fax

Principal Teletouch® Terms and Conditions

In these Terms and Conditions, unless otherwise required by context:

“Customer”	means the person who has been assigned a Personal Identification Number (“the PIN”) by Principal for the purpose of using the Principal TeleTouch®.
“Principal TeleTouch®”	means the hotline service as described in these Terms and Conditions.
“Investment Options”	means Customer’s election of investment funds offered by Principal as provided in the trust deed/policy contract, the governing rules or other rules relating to the retirement scheme in which the Customer participates.
“Personal Identification Number (the PIN)”	means the code number for the time being established for the purpose of identification of the Customer in giving instructions to Principal by telephone.
“Principal”	means Principal Trust Company (Asia) Limited.

- The Principal TeleTouch® service provided by Principal covers:
 - enquiry on
 - Customer’s account information;
 - Information of constituent funds and their unit prices;
 - Mandatory Provident Fund information;
 - Principal Trust MPF Scheme information;
 - Company background information;
 - changes of Customer’s information, changes of Investment Options; and
 - such other types of personal service as Principal may from time to time introduce.
- Upon the Customer’s utilization of the PIN to access the Principal TeleTouch®, Principal is authorized to act on the instructions of the Customer and the Customer is deemed to have accepted these Terms and Conditions and agrees that:
 - Principal is authorized to act on any telephone instructions which Principal in its sole discretion believes emanate from the Customer by the use of the PIN assigned to the Customer by Principal and any number(s) substituted by the Customer for that purpose and Principal shall not be liable for acting in good faith from the telephone instructions which emanate from unauthorized person(s) and Principal shall not be under any duty to verify the identity of the person or persons giving telephone instructions purportedly in the name of the Customer;
 - the Customer shall keep the PIN strictly confidential at all times and shall report to Principal immediately upon loss of the PIN or becoming aware that the PIN has possibly been obtained by any unauthorized party;
 - the unit price of funds and other information etc. supplied by Principal in response to a telephone instruction are **for reference only** and shall not be construed as a solicitation or recommendation to buy or sell units;
 - Principal shall not be liable to the Customer for any failure to carry out telephone instructions which is attributable, wholly or in part, to any cause beyond Principal’s control including but not limited to any equipment malfunction or failure and under no circumstances shall Principal be responsible to the Customer for any direct, indirect or consequential losses arising from or in connection with the carrying out or otherwise of the Customer’s telephone instructions;
 - the Customer shall undertake to collect the fax back materials as instructed by the Customer and Principal shall not be liable for any materials which have been sent in accordance with the Customer’s instructions to a person other than the Customer;
 - the Customer shall keep Principal indemnified at all times against, and to keep Principal from, all actions, proceedings, claims, losses, damages, costs and expenses which may be brought against Principal or suffered or incurred by Principal and which shall have arisen either directly or indirectly from or in connection with Principal accepting telephone instructions and acting or failing to act thereon unless due to the willful default of Principal. Such indemnity shall continue notwithstanding the discontinuation of Principal TeleTouch® service by the Customer or Principal;
 - the Customer’s right to give telephone instructions pursuant to the Terms and Conditions herein shall at all times be subject to the discretion of Principal and Principal may at any time revoke such right and/or terminate the Principal TeleTouch® service without prior notice; and
 - the Customer shall be bound by the trust deed/policy contract, the governing rules and any other documents (collectively known as “the said documents”) relating to the retirement scheme in which the Customer participates. In the case of conflict between the said documents and these Terms and conditions, the former shall prevail.
- Principal reserves the right to impose service fees and/or other charges from time to time as Principal in its absolute discretion thinks fit. In this event, the Customer shall be notified of such imposition, which shall take effect on a day not less than 5 business days subsequent to the date of the notice.
- Principal reserves the right to add, delete or vary the scope of service provided by Principal TeleTouch® and any of the Terms and Conditions herein from time to time as Principal in its absolute discretion thinks fit. If Principal decides to change the Terms and Conditions herein, Principal shall give notice of such amendment to the Customer and will specify a day, not being less than 5 business days subsequent to the date of such notice, on which such amendment shall take effect. If the Customer does not cancel the Principal TeleTouch® service prior to the expiration of such period, the Customer shall be deemed to have agreed to such amendment.
- Any notice required to be given by Principal under these Terms and Conditions shall be deemed to be given if sent by prepaid ordinary post addressed to the last known address of the Customer.
- These Terms and Conditions shall be governed by and construed in accordance with the laws of Hong Kong.

Note: In case of discrepancies between the English and Chinese versions, the English version shall apply and prevail.

FURTHER INFORMATION

This booklet provides general information about your MPF Scheme. The full rights and obligations of all parties to the Scheme are set out in the Master Trust Deed constituting the Scheme and is available for inspection at the Trustee’s office address.

Personal Information Collection Statement

The provision of information and other personal data by you is on a voluntary basis. However, failure to provide us with the information and other personal data as requested may result in your application/instruction not being able to be processed. The information and other personal data provided by you will only be accessed and handled by Principal Trust Company (Asia) Limited (“**the Trustee and Administrator**”) and its affiliate(s), Principal Insurance Company (Hong Kong) Limited (“**the sponsor**”), Principal Investment & Retirement Services Limited (“**the promoter**”) (collectively, “**the Companies**”) and the relevant persons stated herein below.

The information and other personal data collected from you from time to time will be used for the purposes of:

- (1) processing your application for participation under the Principal MPF Scheme Series 800 (“**the Scheme**”);
- (2) administering and managing your contributions and accrued benefits under the Scheme;
- (3) carrying out your instructions or responding to any enquiries given or purporting to be given by you or on your behalf;
- (4) direct marketing of mandatory provident fund (“**MPF**”), retirement schemes, MPF and retirement schemes related services and products of Principal Trust Company (Asia) Limited and its member company(ies);
- (5) providing MPF and retirement schemes related services;
- (6) maintaining statistical data and providing a database for product and market research;
- (7) compliance with applicable laws, regulations, guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of financial services providers within or outside the Hong Kong Special Administrative Region (“**Hong Kong**”), including but not limited to the Foreign Account Tax Compliance Act and the Common Reporting Standard; and
- (8) any other purposes relating or incidental to the above.

Furthermore, for the purpose of automatic exchange of financial account information, such information and information regarding the account holder and any reportable account(s) may be reported by the Trustee and its member company(ies) to the Inland Revenue Department of the Government of Hong Kong (“**IRD**”) and exchanged with the tax authorities of another jurisdiction or jurisdictions in which the account holder may be resident for tax purposes, pursuant to the legal provisions for exchange of financial account information provided under the Inland Revenue Ordinance (Cap.112 of the Laws of Hong Kong). You shall advise us of any change in circumstances which affects the tax residency status of the account holder, and to provide us with a suitably updated self-certification form within 30 days of such change in circumstances.

You may visit the IRD website that sets out information relating to the implementation of automatic exchange of financial account information in Hong Kong: www.ird.gov.hk/eng/tax/dta_aeoi.htm.

Your personal data (name, contact details and account records) may be used for direct marketing of MPF products, retirement schemes, MPF and retirement schemes related services and products of the Trustee and its member company(ies) only with your consent.

Your personal data may be transferred/disclosed to the following parties (whether within or outside Hong Kong) for any of the purposes stated above:

- (1) any agent, contractor, third party service provider, or any company(ies) within the same group of companies to which the Trustee belongs which provides administrative, telecommunications, computer, data processing or storage, marketing, professional or other services to the Trustee in connection with their business operations;
- (2) any person to whom the Trustee is under an obligation to make disclosure under the requirements of any laws and regulations binding on the Trustee or any of its member company(ies) or under and for the purposes of any guidelines issued by regulatory, tax or other authorities with which the Trustee or its member companies are expected to comply; and
- (3) any actual or proposed assignee of the Trustee or participant or sub-participant or transferee of the rights of the Trustee in respect of you.

Under the Personal Data (Privacy) Ordinance (Cap.486 of the Laws of Hong Kong), you have a right to request access to and correction of any of your personal information held by the Companies and to request not to use your personal data for direct marketing purpose as stated above. The aforesaid requests can be made in writing to: Data Protection Officer, Principal Trust Company (Asia) Limited, 30/F, Millennium City 6, 392 Kwun Tong Road, Kwun Tong, Kowloon, Hong Kong. If you have any questions or wish to know more about our privacy policy, please send your enquiry to the above address or contact us at (852) 2827 1233.





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