



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

Once you reach the age of 65, you can choose to withdraw your MPF by lump sum or by instalments, or you can retain your MPF in the member's account.

You can also withdraw your MPF by lump sum or by instalments upon early retirement at the age of 60.

By law you can withdraw your MPF early on the following six grounds:



Early Retirement



Permanent Departure from HK



Small Balance



Death



Terminal Illness



Total Incapacity

- The law does not stipulate any deadlines for withdrawing MPF. You should consider your personal needs before making a withdrawal application. If you choose to retain all your MPF in your account, no application is required. Your MPF will continue to be invested in the fund(s) you have selected.
- Forms for withdrawal of MPF can be downloaded via the link: www.principal.com.hk/resources/downloads
- If you have any questions relating to withdrawal of MPF, please contact our customer service hotline at 2827-1233 or visit our website at www.principal.com.hk.



Admin Forms

Remark: Your voluntary contributions under a contribution account can only be withdrawn upon the termination of your employment.

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 www.principal.com.hk/tax-deductible-voluntary-contributions.



[Learn More](#)

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.



[Learn More](#)

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.



Learn More

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)



Contact Us

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.



How to activate the Two-Factor Authentication?

~Forgot your Account Login Password

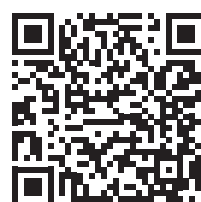
You can regenerate your new password online. The new password will be sent to your registered email address or to your registered address. You are encouraged to register your email address with us which the new password will be sent to your registered email address within 15 minutes under normal circumstances.



Retirement Service Centre

SMS & Email

By subscribing the [Principal E-Notification Service](#), you will receive member benefit statement and other MPF related notices issued by Principal via email, members can also subscribe for Quarterly Account Balance SMS service.



Learn More

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!

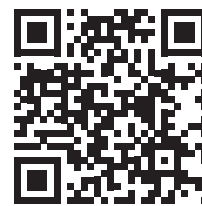


Annual Benefit Statement

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)



ABS Video



Monthly Performance Review

Give you a quick monthly review on your MPF investment performance.



Monthly Performance Review



Quarterly Fund Fact Sheet

Enable you to understand the comprehensively - fund performances, fund objectives, risk/return levels, fund expense ratios of your MPF investments.



Quarterly Fund Fact Sheet



On-going Cost Illustrations

This is an illustration of the total effect of fees, expenses and charges on each HK\$1,000 contributed in the Constituent Funds.



On-going Cost Illustrations

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

Frequently used features video guide



How to check account gain / loss and the rate of return in MPF account?



How to check the existing fund portfolio?

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.

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			✓		



Service Pledge
at a Glance

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

 (852) 2827 1233

 www.principal.com.hk
hkinfo@principal.com

 30/F, Millennium City 6
392 Kwun Tong Road, Kwun Tong
Kowloon, Hong Kong



 Principal Hong Kong



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 Google Play

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