



恒生銀行  
HANG SENG BANK

HANG SENG  
MPF

# Employer Service Guide



# Important Notes

- ◆ The Hang Seng Mandatory Provident Fund – SuperTrust Plus is a mandatory provident fund scheme.
- ◆ You should consider your own risk tolerance level and financial circumstances before making any investment choices or investing in the MPF Default Investment Strategy (the 'DIS'). You should note that the DIS Constituent Funds, namely, the Core Accumulation Fund and the Age 65 Plus Fund, the DIS or a certain Constituent Fund may not be suitable for you. There may be a risk mismatch between the DIS Constituent Funds or a certain Constituent Fund and your risk profile (the resulting portfolio risk may be greater than your risk preference). When you are in doubt as to whether the DIS or a certain Constituent Fund is suitable for you (including whether it is consistent with your investment objectives), you should seek financial and/or professional advice. You should make the investment decision most suitable for you taking into account your circumstances.
- ◆ You should note that the implementation of the DIS may have an impact on your MPF investments and accrued benefits. We recommend that you consult with the Trustee if you have doubts on how you are being affected.
- ◆ The Guaranteed Fund invests solely in an approved pooled investment fund ('APIF') in the form of an insurance policy provided by HSBC Life (International) Limited. The guarantee is also given by HSBC Life (International) Limited. Your investments in the Guaranteed Fund, if any, are therefore subject to the credit risks of HSBC Life (International) Limited. Please refer to section 4 'Risks' of the MPF Scheme Brochure for details of the credit risk.
- ◆ The guarantee in the Guaranteed Fund only applies under certain conditions. Please refer to subsection 3.4.3(f) 'Guarantee features' of the MPF Scheme Brochure for details of the guarantee features (including in the context of payment of accrued benefits in instalments) and the 'Guarantee Conditions'.
- ◆ MPF Benefits, AVC Benefits and TVC Benefits are payable on a Member's 65th birthday or on early retirement on or after reaching age 60. The accrued benefits can be paid in one lump sum or in instalments, at the Member's election. The accrued benefits can be paid in such form and on such terms and conditions as the Trustee may, to the extent not prohibited by the MPF Ordinance or General Regulation, prescribe. Please refer to subsection 6.7(c) 'Payment of MPF Benefits, AVC Benefits and TVC Benefits' of the MPF Scheme Brochure for details.
- ◆ You should not invest based on the information shown on this document alone and should read the MPF Scheme Brochure.
- ◆ Investment involves risks. Past performance is not indicative of future performance. The value of financial instruments, in particular stocks and shares, and any income from such financial instruments, may go down as well as up. For further details including the product features and risks involved, please refer to the MPF Scheme Brochure.
- ◆ Important – if you are in doubt about the meaning or effect of the contents of the MPF Scheme Brochure, you should seek independent professional advice.

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# Hang Seng MPF – Your trusted MPF partner

## **Your choice of trust and strengths**

Hang Seng Bank Limited, as the Sponsor of Hang Seng MPF, with deep roots and local insights into customer needs, works together with our experienced administrator, trustee, custodian and investment managers within the HSBC Group to provide you with comprehensive MPF services. You can rest assured that Hang Seng MPF is your choice of trust and strengths.

## **Flexible administration services to save your time and effort**

As an experienced MPF service provider, we understand you wish to have hassle-free administration. We provide various means of contribution submission, including traditional and electronic methods for your ease and convenience.

## **Comprehensive investment options designed to suit your employees' needs**

We provide a range of choices to suit different investment styles and your employees can choose to invest in different Constituent Funds.

# Managing your MPF scheme at a glance

Thanks for choosing Hang Seng MPF for your employees. In this guide, we cover three key areas you need to know when managing an MPF scheme, namely enrolling new employees, making contributions and reporting employee termination.

We've also included tips and ways we can help you to make sure these areas run smoothly.

With Hang Seng MPF, you can take care of the MPF scheme conveniently and easily through multiple channels.

## Channels available for you



### 1 Enrolling new employees



enrolment pack  
(relevant documents are also available on our website)



### 2 Making contributions



electronic channels



paper remittance statement

#### Settle by



direct debit



cheque



### 3 Reporting employee termination

#### Submit through



electronic channels



paper remittance statement



## Enrolling new employees

As an employer, you must enrol your eligible employees into your MPF scheme, unless they're exempted.

Eligible employees are:

- ◆ between 18 and 65 year-old, and
- ◆ employed for 60 days or more under a continuous contract of employment, or
- ◆ casual employees engaged in the construction or catering industries and employed on a day-to-day basis or for a short term fixed period of less than 60 days.

Exempt persons include:

- ◆ domestic employees,
- ◆ self-employed licensed hawkers,
- ◆ people covered by statutory pension or provident fund schemes, such as civil servants and subsidised or grant school teachers,
- ◆ members of occupational retirement schemes which are granted exemption certificates,
- ◆ non-permanent residents from overseas who enter Hong Kong for employment for not more than 13 months, or who are covered by overseas retirement schemes, and
- ◆ employees of the European Union Office of the European Commission in Hong Kong.

Enrolling new employees is simple, and Hang Seng MPF will help you take care of it with a few simple steps.



TIPS

Remember to enrol your eligible non-casual employees to an MPF scheme **within first 60 days** of their employment with you.



## How to enrol new employees

### By paper form



You can request enrolment pack which includes the MPF Scheme Brochure, Employee Application Form (form code: HA61), Member Service Guide from our hotline or download the relevant documents from our website and give them to your employees. Ask them to return the Employee Application Form (form code: HA61) to you after they've filled it out.

Fill in the employer section in the Employee Application Form and send it back to us for enrolling the new employee.



You can also call us to arrange a tailor-made briefing for your employees.



Your employee will receive a confirmation from us when the enrolment is completed.



## 2 Making contributions



### A. The calculation of contributions

#### Relevant income

This refers to all monetary payments paid or payable by you to your employee, including wages, salary, leave pay, fees, commissions, bonuses, gratuities, perquisites or allowances, but excluding severance payments or long service payments.

#### Mandatory contributions

You must contribute 5% of the employees' relevant income per month subject to the maximum relevant income level and your employees are required to match the portion unless their relevant income is below the minimum relevant income level.

#### Voluntary contributions

You can provide additional employee benefits by making additional voluntary contributions on top of mandatory contributions.

You can also encourage your employees to plan for their retirement early and make voluntary contributions. Options for making voluntary contributions that we offer include: (i) voluntary contributions made via employees' contribution account; (ii) Tax Deductible Voluntary Contributions, which is entitled to tax concession; and (iii) Flexi-Contributions with greater flexibility. They can call Hang Seng MPF Service Hotline on 2213 2213 to learn more about different arrangements on voluntary contributions and how to get things started.

#### Contribution day

Under the MPF legislation, the contribution day\* is on the 10th day of every month for monthly-paid employees. You need to deduct employees' contributions from their payroll and pay the amount with the employer's contribution to us on or before the contribution day. So you'll need to pay the contribution for September on or before 10 October, for example.



If you're self-employed, please read our Member Service Guide to find out how to manage your contributions.

### You have to make mandatory contributions for employees who have been working for you for over 60 days (except casual employees)

1st employment day	You'll need to make employer contribution for your employees from the day the employees start working for you.
30th employment day	Employees enjoy a 30-day contribution holiday, so they don't have to make employee contribution for the first 30 days of employment and the rest of the payroll cycle in which the 30th employment day falls if your payroll cycle is monthly or shorter than monthly.  If your payroll cycle is longer than monthly, then your employees don't have to make employee contribution for the first 30 days of employment and the calendar month in which the 30th employment day falls.
After 60th employment day	The first contribution will be due on the 10th day* of the month after the month in which the employees have worked for 60 days and you'll need to pay employer contribution for the first few months, together with employee contribution (if any).

\* Generally, for monthly-paid non-casual employees, the contribution day is the 10th day of each month. For casual employees (who are not members of an industry scheme), the contribution day is the 10th day after the last day of the relevant contribution period. If the contribution day falls on a Saturday, a public holiday, a gale warning day or a black rainstorm warning day, then the contribution day refers to the next business day which is not a Saturday, a public holiday, a gale warning day or a black rainstorm warning day.

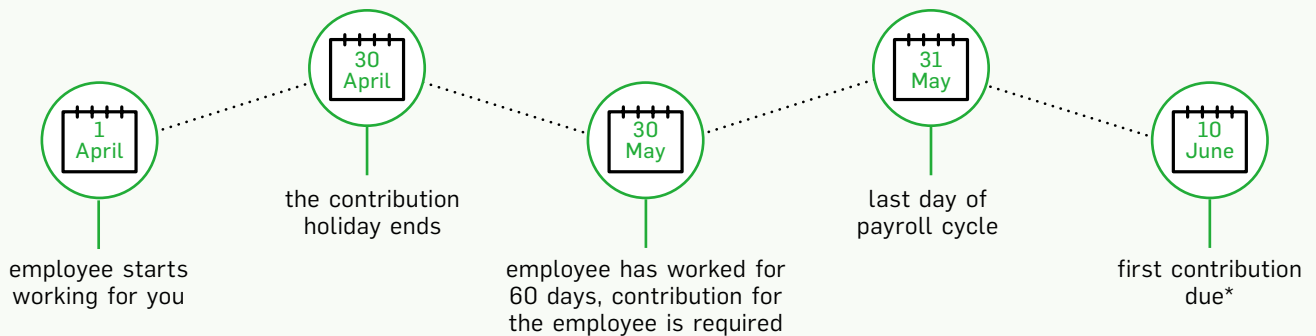




You can visit the '**Administration Guide for Employers**' section on our **website** for more scenarios, such as for casual employees or different payroll cycles.

In the examples below, we assume the payroll cycle is by calendar month.

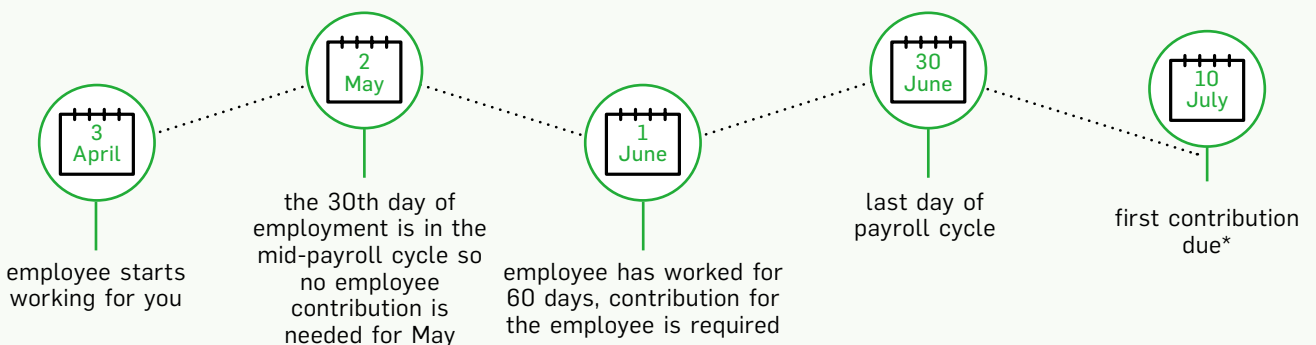
### Example 1 – employment starts on 1 April



In this example, the employee has worked for you for 60 days on 30 May, so you have to **pay the first contribution for this employee on or before 10 June, covering April and May.**

The employee's 30-day contribution holiday ends on 30 April and he/she has to start making the employee contribution in May. So you have to deduct the first employee contribution from his/her salary for May and pay us with your employer contribution on or before 10 June.

### Example 2 – employment starts on 3 April

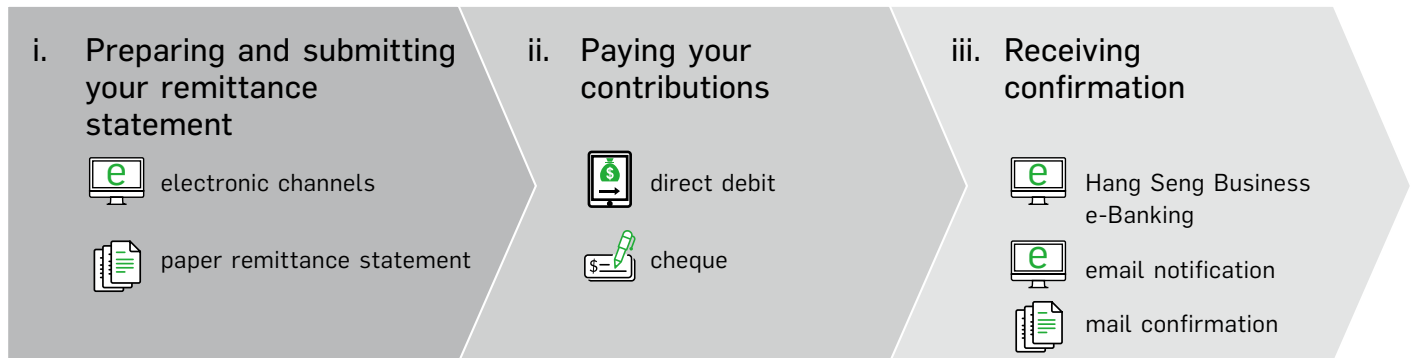


In this example, the employee has worked for you for 60 days on 1 June. So you have to **pay the first contribution for this employee on or before 10 July, covering April, May and June.**

As the employee's 30th day of employment is in the mid-payroll cycle (2 May), no employee contribution is needed for May due to incomplete payroll cycle. So the first employee contribution will be deducted from the employee's salary for June and pay us with your employer contribution on or before 10 July.

\* Generally, for monthly-paid non-casual employees, the contribution day is the 10th day of each month. For casual employees (who are not members of an industry scheme), the contribution day is the 10th day after the last day of the relevant contribution period. If the contribution day falls on a Saturday, a public holiday, a gale warning day or a black rainstorm warning day, then the contribution day refers to the next business day which is not a Saturday, a public holiday, a gale warning day or a black rainstorm warning day.

## B. Steps of making contributions



### i. Preparing and submitting your remittance statement

Each month, you need to give us a remittance statement containing contribution details of each employee such as relevant income, and how much you and the employee are contributing for that contribution period.

You can calculate your contribution and prepare your monthly remittance statement electronically or on paper.

#### By electronic channels



##### Hang Seng Business e-Banking MPF and Payroll Services

- ◆ We calculate the contributions based on the relevant income you provided in last contribution period and/or payroll for you to check
- ◆ You can prepare and send in your remittance statement in advance and pay at a later date
- ◆ Saves your time
- ◆ There's less chance of calculation mistakes



##### Designated encrypted email through 'SecureMail' account and channel

- ◆ We preload your last contribution details and send to you by secure email
- ◆ You can make any changes and email them back



##### HR software with MPF contribution facilities

- ◆ Contribution calculation function to ensure calculation accuracy
- ◆ May support basic HR functions, for example tax reporting
- ◆ Minimise input errors with data validation



##### Customised file interface

- ◆ Cater for employers with own internal HR system
- ◆ Supports specific file formats that suit your needs
- ◆ Contact us if you wish to submit remittance statement under such arrangement

Submitting remittance statements through electronic channels is simple and efficient. For more details about electronic contributions, you can visit the Hang Seng MPF website, or contact Hang Seng MPF Employer Direct on 2288 6822.

## By paper remittance statement

### We send you a printed remittance statement

- ◆ with preloaded contribution details based on your last reporting.

### Let us know about

- ◆ changes to the relevant income of your employees
- ◆ new employees joining the scheme
- ◆ last contribution and termination date for the terminated employees

### Send the statement back to us

You can choose from:

- ◆ putting it in an MPF drop-in box in the designated Hang Seng Bank branches. Visit our website to find one near you, or
- ◆ posting it to:  
The Hongkong and Shanghai Banking Corporation Limited,  
PO Box 73770, Kowloon Central Post Office (Hang Seng MPF)



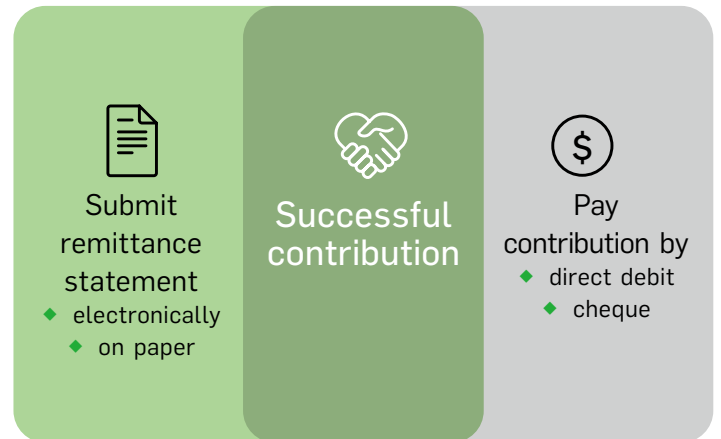
We will send out an email notification when we've received your remittance statement, remember to update your email address for the service!



## ii. Paying your contributions

You must pay the contribution and send us your remittance statement on or before the due date.

If you don't, the contribution will be deemed late, and there may be potential contribution surcharge.



We accept two payment methods for paying contributions, please don't send payment by cash, bearer cheque or demand drafts or we'll have to reject your payment.

### You can pay contribution by:



#### direct debit

Simply download, fill out and send to the administrator the Direct Debit Authorisation (form code: HA14) from our MPF website. Please make sure you **have enough money in your bank account for payment when submitting remittance statement.**



#### cheque

Please see the appendix on page 19 for whom to make the cheque payable to. **Cross your cheque** and write **your Employer ID** and the **contribution period** you're paying for clearly on the back.

Your cheque will be rejected if any of the information is wrong, unclear or missing. So please check carefully before you send it to us.



TIPS

We recommend paying by direct debit for a quick and easy way to make sure your payments are always on time.

If you're paying by cheque, remember to attach it to the remittance statement so that we get them both together.

### iii. Receiving confirmation

It's important to keep record for checking in the future and to facilitate that, we provide you with various forms of acknowledgements and notifications, including:



#### **On Hang Seng Business e-Banking**

You can receive online acknowledgment and find your contribution records on Hang Seng Business e-Banking, remember to save a copy of the contribution records as the history may expire after 12 months.



#### **By email**

You'll get an email notification when we've received your remittance statement and your employees will receive an email notification when the allocation of units to their account is completed.

Remember to update your email address and remind your employees to update theirs in our record to receive timely notification.



#### **By mail**

You'll receive a mail confirmation once we've processed your contribution, while the completion of the contribution allocation is subject to the clearance of payment.



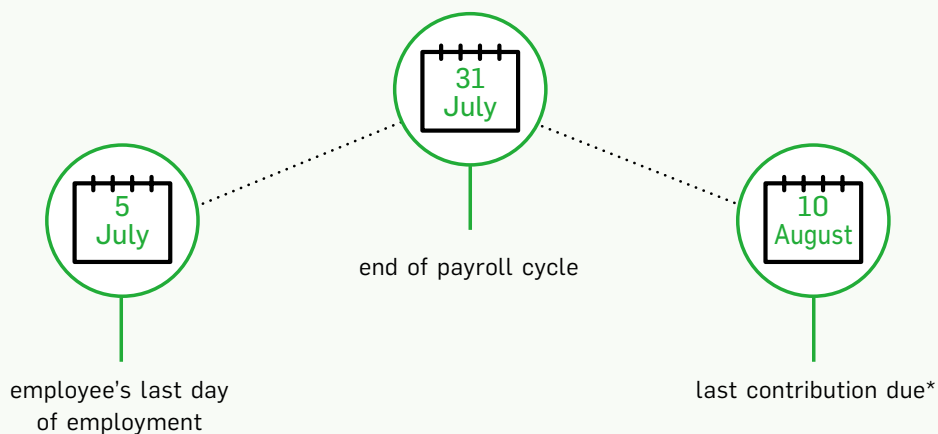


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## Reporting employee termination

If any of your employees is terminated, remember to pay the last contribution for him/her on time. You should report the last contribution together with the contributions of other employees on or before the relevant contribution day\*. You need to let us know in your remittance statement the final contribution and the last day of employment of the employee.

### Example



\* Generally, for monthly-paid non-casual employees, the contribution day is the 10th day of each month. For casual employees (who are not members of an industry scheme), the contribution day is the 10th day after the last day of the relevant contribution period. If the contribution day falls on a Saturday, a public holiday, a gale warning day or a black rainstorm warning day, then the contribution day refers to the next business day which is not a Saturday, a public holiday, a gale warning day or a black rainstorm warning day.



Remember to submit the remittance statement and Payment Proof for Long Service Payment/Severance Payment (form code: HALS) at the same time for timely refund on long service payment or severance payment (if any).

### A. Offsetting of long service payment (LSP) or severance payment (SP)

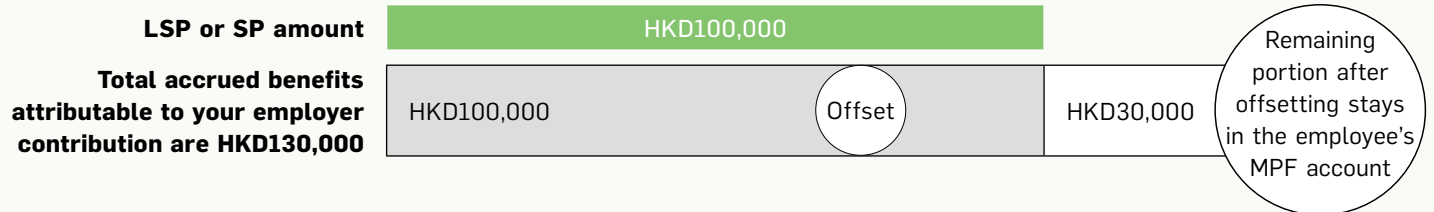
If you have to pay LSP or SP to employee under the Employment Ordinance, you can apply for a refund from the employee's MPF account, subject to a maximum offsetting amount of HKD390,000.

The refund will be made with the vested accrued benefits derived from the employer's mandatory and voluntary contributions (including ORSO transfers) under an MPF scheme, in this order:

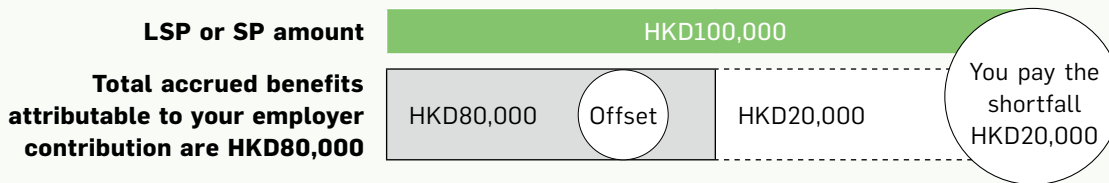
1. Employer voluntary contributions<sup>#</sup> (if applicable)
2. Employer's ORSO transfers<sup>#</sup> (if applicable)
3. Employer special contributions<sup>#</sup> (if applicable)
4. Employer mandatory contributions

<sup>#</sup> Only applicable for vested portion

#### Example 1 – when the accrued benefits attributable to your employer contribution are more than the LSP or SP



#### Example 2 – when the accrued benefits attributable to your employer contribution are less than the LSP or SP



### B. How to apply for a refund

Make sure you let us know the person has left using the remittance statement.

Then download the Payment Proof for Long Service Payment/Severance Payment (form code: HALS) from our website. Fill it out and send it back to us – make sure you've had it signed by authorised person(s) from your company and the leaving employee.







# Value-added services for your employees

Hang Seng MPF got lots of ways to help your employees understand and get the most out of their MPF accounts. They can:



## manage their accounts via

- ◆ Hang Seng Personal e-Banking
- ◆ Hang Seng Personal Banking mobile app<sup>1</sup>
- ◆ Hang Seng MPF Service Hotline 2213 2213
- ◆ Hang Seng Bank and HSBC ATMs
- ◆ Account statements
- ◆ Designated Hang Seng Bank branches

<sup>1</sup> 1. Multiple functions available including balance checking, latest fund performance checking and fund switching  
2. Existing MPF members with Hang Seng Bank accounts can consolidate their MPF personal accounts



## join our face-to-face seminars or briefings

- ◆ regular MPF members seminars<sup>\*\*</sup>
- ◆ tailor-made on-site briefings

<sup>\*\*</sup> Please refer to our website for the latest seminar schedule.



# Appendix: Contribution checklist

Managing an MPF scheme can feel like a lot to remember, so here's a checklist to help you stay on top of the key jobs you'll need to do.



## Enrolling new employees

Don't forget to:

- send us the Employee Application Form (form code: HA61) within 60 days of the employment of your new employees.
- include information about the new employees, their employment start dates and relevant income on the remittance statement when you make your first contribution for them.



## Filling out your remittance statement

Have you:

- told us the contribution period, for example 1-31 May 2018?
- given us the details of the relevant income and mandatory contributions for every employee? (put '0' for those without relevant income)
- told us about the first contribution for new employees?
- told us about the final contributions for employees who left last month?
- written the total contribution on the statement?
- got authorised person(s) from your company to sign it?
- paid enough postage (if you're sending it by post)?



## Paying your contributions

- If you're paying by cheque, attach a crossed cheque made payable to:
  - 'Hang Seng MPF – SuperTrust Plus' or
  - 'HSBC Provident Fund Trustee (Hong Kong) Limited A/C Hang Seng Mandatory Provident Fund – SuperTrust Plus'
- If you're paying by direct debit, make sure you've got enough money in your bank account to cover the payment each month.



## Reporting employee termination

Don't forget to:

- use your remittance statement to tell us they're leaving and their last employment day.
- pay your final contribution.
- send us the Payment Proof for Long Service Payment/Severance Payment (form code: HALS) if you're applying for a refund.

# Getting in touch with us

If you have any questions or need any assistance, you can:

visit the Hang Seng MPF website  
[hangseng.com/empf](https://hangseng.com/empf)



call Hang Seng MPF  
Employer Direct on  
**2288 6822**



Speak to a Hang Seng MPF specialist in one of our **designated Hang Seng Bank branches**. Call Hang Seng MPF Employer Direct or visit our website to get the list of our branches with MPF specialists.

## Notes

- ◆ It is important that you read this publication in conjunction with the accompanying MPF Scheme Brochure which contains more detailed information about the Hang Seng Mandatory Provident Fund – SuperTrust Plus including information on the fund structure, risk involved, fee table and of our ability to alter these fees and charges in the future.
- ◆ The information contained in this publication is for reference only and the provisions of the Mandatory Provident Fund Schemes Ordinance, other applicable legislation/regulations and guidelines or announcements published by the Mandatory Provident Fund Schemes Authority shall prevail.
- ◆ Additional voluntary contributions, Flexi-Contributions and Tax Deductible Voluntary Contributions are accepted at the discretion of the Trustee. The Trustee reserves the absolute right not to accept any additional voluntary contributions, Flexi-Contributions and Tax Deductible Voluntary Contributions at any time.
- ◆ HSBC Provident Fund Trustee (Hong Kong) Limited accepts responsibility for the accuracy of the information contained in this publication only at the date of publication.