

強積金成員服務指南 MPF Member Service Guide



讓您管理您的強積金帳戶 For you to manage your MPF Account

- 更簡易 More Easily
- 更方便 More Conveniently
- 更有效 More Efficiently

宏利

宏利人壽保險(國際)有限公司乃宏利金融集團屬下的成員公司。宏利金融為加拿大財經服務機構，業務遍布全球十九個國家及地區。

宏利在百多年前已紮根於香港，管理退休計劃的經驗則始於一九三六年。透過其豐富經驗與ISO9001認證，標誌宏利為僱主及成員提供高質素的公積金服務。

全面照顧您的退休保障需要

勤現在，樂將來 - 自願性供款積穀為未來

要為未來作好準備，請盡早計劃您的退休目標。很多人都漸漸意識到要安享退休生活，就必須穩健理財，並及早開始儲蓄。

綜合保留帳戶結餘

每當閣下轉換一份新工作，您可選擇將累算權益綜合於同一個保留帳戶內。這樣不但可為您節省管理多個帳戶所帶來之不便，若閣下的資產夠豐厚，更有機會獲取紅利單位！

如欲安排作出自願性供款，或索取更多有關宏利的服務、優惠資料和有關之條款及條件，請與閣下之強積金中介人聯絡，或致電成員服務熱線2108 1388查詢。

您尊有的宏利客戶號碼及私人密碼

閣下可經由互聯網或宏利一線通使用尊有之宏利客戶號碼(MCN)及私人密碼(PIN)享用宏利提供之周全服務。

宏利客戶號碼已列印於成員權益報表右上方。如您的宏利客戶號碼並未列印於報表上，請瀏覽www.manulife.com.hk即時於網上登記。

假如閣下沒有私人密碼或已遺失，請瀏覽www.manulife.com.hk並重新索取私人密碼。我們會郵寄新的密碼至您的聯絡地址。

成員帳戶備忘

我的成員號碼：_____

強積金中介人：_____

聯絡電話：_____

我尊有的宏利客戶號碼：_____

請將閣下的宏利客戶號碼 (MCN) 及私人密碼 (PIN) 保存於安全的地方。切勿讓別人使用。閣下如欲將私人密碼記錄作日後參考，請謹記將之與宏利客戶號碼分開存放。

投資帶有風險。有關計劃詳情及收費，請參閱銷售文件。

客戶網站服務 www.manulife.com.hk

宏利的客戶網站服務，助您更快捷及安心地於網上管理您的強積金帳戶。

更新您的個人資料管理庫

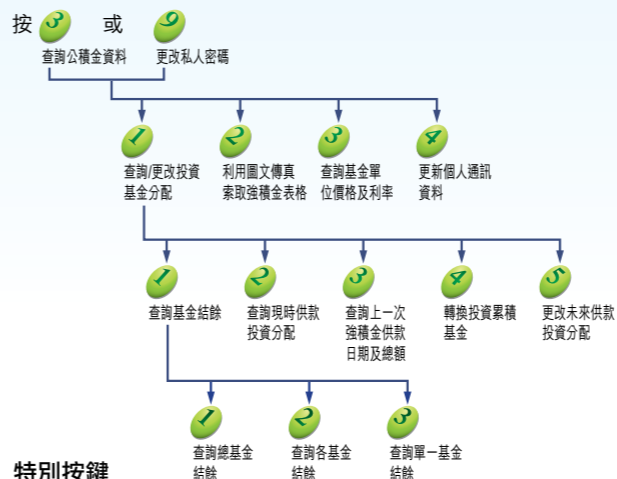
- * 更改個人資料
- * 更新密碼
- * 更換用戶名稱
- * 保單/帳戶管理

瀏覽帳戶資料及服務

- * 基金總覽
- * 保險顧問資料
- * 更改未來投資組合
- * 表格及手冊
- * 轉換累積基金投資組合
- * 查看交易記錄
- * 上一次的供款記錄
- * 常見提問

宏利一線通 2108 1313

透過宏利一線通服務(互動話音系統)，您可即時查詢最新的基金結餘和基金單位價格，及轉換基金投資組合。



特別按鍵

- * 重複上述選擇
- 返回上一個目錄
- 返回總目錄

成員服務熱線 2108 1388

我們專業的客戶服務員會悉心解答您的查詢及提供有關協助，照顧周全。

客戶服務中心

我們的強積金客戶服務中心分別設於佐敦及銅鑼灣。由資深客戶服務人員提供所須支援。

佐敦客戶服務中心

九龍彌敦道345號宏利公積金大廈18樓

服務時間

星期一至五 上午九時至下午六時
星期六、日及公眾假期除外

銅鑼灣客戶服務中心

香港銅鑼灣希慎道33號利園23樓

服務時間

星期一至五 上午九時至下午六時
星期六、日及公眾假期除外

成員權益報表

宏利為所有成員提供中英對照的周年權益報表，匯報帳戶結餘、供款及投資分配狀況。而每月的成員權益報表，亦可於成員網站下載。

投資講座及通訊

我們於每季均舉辦專為成員而設的投資講座，並會透過定期通訊邀請成員出席。講座由專業投資經理為您匯報投資市場最新動態，助您充份掌握市場環境。

優質的中介人服務

宏利的註冊強積金中介人隨時樂意為閣下提供日常的支援。

行政表格及手冊

閣下可循下列途徑索取行政表格及手冊：

- * 客戶網站 (www.manulife.com.hk)
- * 宏利一線通圖文傳真 (2108 1313)
- * 成員服務熱線 (2108 1388)

您亦可於客戶網站參閱我們為您而設的強積金計劃成員手冊。

如欲參閱宏利之私隱政策，閣下可瀏覽宏利網站，網址為www.manulife.com.hk。閣下並可要求宏利避免使用閣下的個人資料作直接促銷用途，如有此需要，請致函宏利的個人資料主任，地址為香港九龍觀塘偉業街223-231號宏利金融中心22樓，或致電客戶服務熱線2108 1188。

Manulife

Manulife (International) Limited is a member of the Manulife Financial group of companies. Manulife Financial is one of the leading Canadian-based financial services groups serving millions of customers in 19 countries and territories worldwide.

Manulife has been in Hong Kong for over 110 years and our experience in managing pension schemes can be traced back to 1936. With its wealth of experience and ISO 9001 certification, Manulife provides superb quality of provident fund services to both employers and members.

Manage Your MPF Accounts with Peace of Mind

Save for Tomorrow by Making Voluntary Contribution

It is never too early to plan for your retirement. More people are realizing that it is necessary to start saving as early as possible to achieve their dream of financial security at retirement.

Benefits All-in-One with a Single Preserved Account

MPF benefits are portable. Whenever you change jobs, you can direct your accrued benefits to a single Preserved Account. This will save you the hassle of managing numerous accounts and you may earn bonus units from your combined assets!

For arrangements to make voluntary contributions and to find out more about our services, special offers and the related terms and conditions, please contact your MPF intermediary or call our MPF Member Hotline 2108 1388 for assistance.

Memorandum

My Member Number is : _____

MPF Intermediary : _____

Contact Tel : _____

My unique MCN is : _____

Please keep your MCN & PIN in a safe place and do not allow anyone else to use them. If you wish to keep a record of your PIN, please keep it separately from your MCN.

Investment involves risks. Please refer to the Offering Document for details and charges of the scheme.

Your Manulife Customer Number (MCN) and Personal Identification Number (PIN)

With your unique Manulife Customer Number (MCN) and Personal Identification Number (PIN), you can enjoy a wide array of services we offer to you both on the Internet and the phone.

Your MCN is printed on the top right hand corner of your Member Benefit Statement. If there is no MCN printed on your statement, please visit www.manulife.com.hk and click "Register Now" for an MCN.

If you do not have a PIN or if you forgot it, please click "Request PIN" at www.manulife.com.hk to request one. The PIN will be mailed to you accordingly.



Customer Website Services

www.manulife.com.hk

Our online service allows you to manage your account at your convenience. Once you are logged in, you can view and manage your personal portfolio with Manulife.



Manage Your Profile

- * Change Contact Information
- * Change Username
- * Change PIN
- * Maintain Policy or Account List Online

Browse Your Account Information and Perform Transactions

- * Account Overview
- * Advisor Information
- * Investment Instruction
- * Forms and Manuals
- * Fund Transfer
- * Transaction Log
- * Last Paid Contribution
- * Frequently Asked Questions

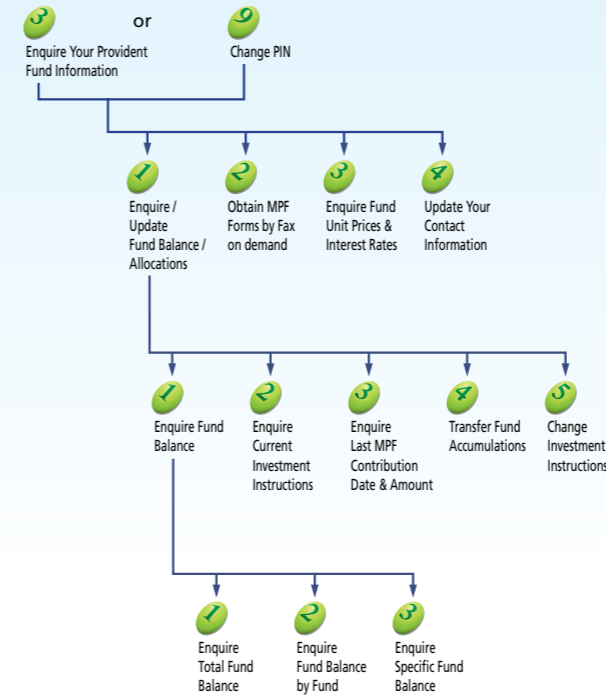
Manulife Smart Call

2108 1313

Through our Smart Call Service (interactive voice response system), you can check your up-to-date fund balance and fund prices. You can also perform fund switch as desired.



Press



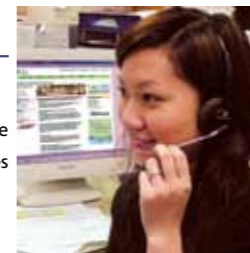
Special Keys :

- Repeat the options
- Return to previous menu
- Return to main menu

Member Hotline

2108 1388

Our professionally trained customer service officers will be delighted to answer inquiries and provide any assistance you need.



Customer Service Center

You may also visit one of our Customer Service Centers located at Jordan and Causeway Bay for assistance.

Jordan Customer Service Center

18/F, Manulife Provident Funds Place,
345 Nathan Road

Service Hours

Monday-Friday 9:00 am - 6:00 pm
Closed on Saturday, Sunday and Public Holiday

Causeway Bay Customer Service Center

23/F, The Lee Gardens, 33 Hysan Avenue, Causeway Bay,
Hong Kong

Service Hours

Monday-Friday 9:00 am - 6:00 pm
Closed on Saturday, Sunday and Public Holiday



Member Benefit Statement

Manulife provides an annual bilingual benefit statement, which reports the account balance, contributions and investment allocation information for all members. You may also download your monthly member benefit statement via our customer website.

Investment Seminar and Newsletters

If there are any issues you wish to raise with our investment managers, don't miss the quarterly investment seminars for members. This is an ideal opportunity for you to find out about the latest market trends and have your questions answered by the professionals. Invitations will be sent with our newsletter.

Quality Intermediary Service

Our registered MPF Intermediaries are always ready and willing to provide you with day-to-day support.

Forms & Manuals

For daily account maintenance, you can obtain the relevant administration forms through:

- * Customer Website (www.manulife.com.hk)
- * Fax-on-demand via Manulife Smart Call (2108 1313)
- * Member Hotline (2108 1388)

You may also make reference to the Member Operation Manual on our customer website for more details on your MPF account administration.

To view our Privacy Policy, please visit our website at www.manulife.com.hk. You may also request Manulife not to use your personal information for direct marketing purpose by writing to our Privacy Officer at 22/F, Manulife Financial Centre, 223-231 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong or by calling our Customer Service Hotline at 2108 1188.