








Account Administration

Processing Details

1 Change of investment allocation of existing account balance

Method of the Change	Rebalancing	✗
	Fund switching	✓
 By mail	Number of free changes (per calendar year / per scheme year)	Unlimited
	Date of fund price for fund dealing ¹	Date of receipt of the completed instruction
	Required time to complete (after the date of receipt of completed instruction) ²	Within 1 working day
 By fax	Number of free changes (per calendar year / per scheme year)	Unlimited
	Cut-off time	4:00 p.m.
	Date of fund price for fund dealing ¹	Date of receipt of the completed instruction
	Required time to complete (after the date of receipt of completed instruction) ³	Within 1 working day
 Through website	Number of free changes (per calendar year / per scheme year)	Unlimited
	Cut-off time	4:00 p.m.
	Date of fund price for fund dealing ¹	Date of receipt of the completed instruction
	Required time to complete (after the date of receipt of completed instruction) ³	Within 1 working day
 Through Interactive Voice Response System ("IVRS")	Number of free changes (per calendar year / per scheme year)	Unlimited
	Cut-off time	4:00 p.m.
	Date of fund price for fund dealing ¹	Date of receipt of the completed instruction
	Required time to complete (after the date of receipt of completed instruction) ³	Within 1 working day
Confirmation	Confirmation statement for change of investment allocation	✓

2 Change of investment mandate of future contributions

 By mail	Number of free changes (per calendar year / per scheme year)	Unlimited
	Required time to complete ⁴	Date of receipt of the completed instruction
 By fax	Number of free changes (per calendar year / per scheme year)	Unlimited
	Cut-off time	4:00 p.m.
	Required time to complete ⁵	Date of receipt of the completed instruction
 Through website	Number of free changes (per calendar year / per scheme year)	Unlimited
	Cut-off time	4:00 p.m.
	Required time to complete ⁵	Date of receipt of the completed instruction
 Through Interactive Voice Response System ("IVRS")	Number of free changes (per calendar year / per scheme year)	Unlimited
	Cut-off time	4:00 p.m.
	Required time to complete ⁵	Date of receipt of the completed instruction
Confirmation	Confirmation statement for change of investment mandate	✓

Note: Updating of investment mandate will be processed within 1 working day, contribution/transfer-in assets processed after the update of investment mandate by the trustee will be invested according to the new investment mandate. Please contact the trustee for details.

3 Contribution Allocation

Required time to complete (after the date of receipt of required documents)	Employer pays by cheque ⁶	Within 3 working days
	Employer pays by Direct Debit Method ⁷	Within 4 working days
	Employer pays by Telegraphic / Bank Transfer ⁸	Within 2 working days

4 Transfer of MPF Benefits

Employee Choice Arrangement	As a new trustee, the processing time for serving a copy of election form on the original trustee (after the date of receipt of completed instruction) ⁹	Within 1 working days
	As an original trustee, the processing time for redeeming the fund units in member's account ¹⁰	Within 1 working days
	As an original trustee, the processing time for transferring MPF benefits out to new scheme after redemption of fund units ¹¹	Within 5 working days
	As a new trustee, the processing time for transferring MPF benefits in from original scheme ¹²	Within 1 working day
Transfer arrangement for self-employed person, personal account holder or employee ceasing employment	As a new trustee, the processing time for serving a copy of election form on the original trustee (after the date of receipt of completed instruction) ⁹	Within 1 working days
	As an original trustee, the processing time for redeeming the fund units in member's account ¹⁰	Within 1 working days
	As an original trustee, the processing time for transferring MPF benefits out to new scheme after redemption of fund units ¹¹	Within 5 working days
	As a new trustee, the processing time for transferring MPF benefits in from original scheme ¹²	Within 1 working day

5 Withdrawal of MPF benefits

In a lump sum	The processing time for redeeming the fund units in member's account (after the date of receipt of completed instruction) ¹³	Within 1 working day
	The processing time for paying the accrued benefits out by trustee after redemption of fund units ¹⁴	Within 6 working days
By instalments (applicable to claims of benefits on the grounds of attaining the retirement age of 65 and early retirement only)	Number of free withdrawals by instalments offered (per account in a calendar year)	Unlimited
	Fees charged for exceeding the number of free withdrawals by instalments offered (per withdrawal)	Nil
	The processing time for redeeming the fund units in member's account ¹⁵	Within 1 working day
	The processing time for paying the accrued benefits out by trustee after redemption of fund units ¹⁴	Within 6 working days

- 1 Date of fund price means the date on which the fund price is used for fund dealing after the trustee has received the instruction for rebalancing / fund switching. If the instruction is received by the trustee after the cut-off time on a working day or at any time on a non-working day, it will be deemed to have been received on the next working day.
- 2 From the day following the day of receipt of member's duly completed form by the trustee's administration centre to the working day on which the trustee has completed changing the investment allocation of the existing account balance and allocating the relevant fund units into member's account (exclusive of the day of receipt of the form by the trustee). However, the relevant information may not be updated simultaneously to the trustee's website and IVRS. You may contact the trustee for details. If the form is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
- 3 From the day following the day of receipt of member's valid instruction (before the cut-off time on that day) by the trustee's administration centre to the working day on which the trustee has completed changing the investment allocation of the existing account balance and allocating the relevant fund units into member's account (exclusive of the day of receipt of the instruction by the trustee). However, the relevant information may not be updated simultaneously to the trustee's website and IVRS. You may contact the trustee for details. If the instruction is received by the trustee after the cut-off time on a working day or at any time on a non-working day, it will be deemed to have been received on the next working day.
- 4 From the day following the day of receipt of member's duly completed form by the trustee's administration centre to the working day on which the trustee has completed updating the investment allocation of future contributions (exclusive of the day of receipt of the form by the trustee). However, the relevant information may not be updated simultaneously to the trustee's website and IVRS. You may contact the trustee for details. If the form is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
- 5 From the day following the day of receipt of member's valid instruction (before the cut-off time on that day) by the trustee's administration centre to the working day on which the trustee has completed updating the investment allocation of future contributions (exclusive of the day of receipt of the instruction by the trustee). However, the relevant information may not be updated simultaneously to the trustee's website and IVRS. You may contact the trustee for details. If the instruction is received by the trustee after the cut-off time on a working day or at any time on a non-working day, it will be deemed to have been received on the next working day.
- 6 From the day following the day of receipt of employer's completed Remittance Statement and cheque by the trustee's administration centre to the working day on which the trustee has used the contributions to subscribe for units in the relevant constituent fund(s) (i.e. the date on which the fund price used for fund subscription is quoted) for the member (exclusive of the day of receipt of the Remittance Statement and cheque by the trustee). If the document is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
- 7 From the day following the day of receipt of employer's completed Remittance Statement by the trustee's administration centre to the working day on which the trustee has received the contributions from employer's designated bank account and then used the contributions to subscribe for units in the relevant constituent fund(s) (i.e. the date on which the fund price used for fund subscription is quoted) for the member (exclusive of the day of receipt of the Remittance Statement by the trustee). If the document is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
- 8 From the day following the day of receipt of employer's completed Remittance Statement and the contributions by the trustee's administration centre to the working day on which the trustee has used the contributions to subscribe for units in the relevant constituent fund(s) (i.e. the date on which the fund price used for fund subscription is quoted) for the member (exclusive of the day of receipt of the Remittance Statement and the contributions by the trustee). If the document is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
- 9 From the day following the day of receipt of member's duly completed election form by the new trustee's administration centre to the working day on which the new trustee has served a copy of the election form on the original trustee (exclusive of the day of receipt of the form by the new trustee). If the form is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
- 10 From the day following the day on which the original trustee receives a copy of the duly completed election form and all required supporting documents from the new trustee to the working day on which the original trustee has redeemed the fund units in the member's account (exclusive of the day of receipt of the copy of the form and the supporting documents by the original trustee).
- 11 From the day following the day on which the original trustee has redeemed the fund units in the member's account to the working day on which the original trustee has transferred the accrued benefits out to the new trustee (exclusive of the day of redemption of fund units by the trustee).
- 12 From the day following the day on which the new trustee receives the accrued benefits from the original trustee to the working day on which the new trustee has used the transferred-in benefits to subscribe for units in the relevant constituent fund(s) (i.e. the date on which the fund price used for fund subscription is quoted) for the member (exclusive of the day of receipt of the accrued benefits by the new trustee).
- 13 From the day following the day of receipt of claimant's duly completed claim form and all required supporting documents by the trustee's administration centre to the working day on which the trustee has redeemed the fund units in the member's account (exclusive of the day of receipt of the form and the required supporting documents by the trustee). To facilitate members' comparison, the processing time provided in this field assumes that the claim for payment is made on the ground of attaining the retirement age of 65, early retirement, total incapacity, terminal illness, death, or small balance. The trustee may need more time to process claims under other circumstances. If the form is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.
- 14 From the day following the day on which the trustee has redeemed the fund units in the member's account to the working day on which the trustee has paid the accrued benefits to the claimant (exclusive of the day of redemption of fund units by the trustee).
- 15 From the day following the day of receipt of claimant's duly completed claim form and all required supporting documents by the trustee's administration centre to the working day on which the trustee has redeemed the fund units in the member's account (exclusive of the day of receipt of the form and the required supporting documents by the trustee), unless otherwise agreed between the trustee and the claimant. If the form is submitted through other channels provided by the trustee (e.g. bank branch), it may take extra time to pass the form to the administration centre of the trustee.

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