

Manulife Provident Funds Trust Company Limited					
Manulife Global Select (MPF) Scheme					
Account Administration					
Change of investment allocation of existing account balance	Method of the Change	Rebalancing	✓ (Through website and iPad app only)		
		Fund switching	✓		
	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 <sup>1</sup>	Date of receipt of the completed instruction		
		Required time to complete (after the date of receipt of completed instruction) <sup>2</sup>	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 <sup>1</sup>	Date of receipt of the completed instruction		
		Required time to complete (after the date of receipt of completed instruction) <sup>2</sup>	Within 1 working day		
	By post / courier	Number of free changes (per calendar year / per scheme year)	Unlimited		
		Date of fund price for fund dealing <sup>1</sup>	Next working day after the date of receipt of the completed instruction		
		Required time to complete (after the date of receipt of completed instruction) <sup>3</sup>	Within 2 working days		
	By fax	Number of free changes (per calendar year / per scheme year)	Unlimited		
		Cut-off time	12:00 midnight		
		Date of fund price for fund dealing <sup>1</sup>	Next working day after the date of receipt of the completed instruction		
		Required time to complete (after the date of receipt of completed instruction) <sup>2</sup>	Within 2 working days		
Confirmation statement for change of investment allocation			✓		
Change of investment mandate of future contributions	Through website	Number of free changes (per calendar year / per scheme year)	Unlimited		
		Cut-off time	4:00 p.m.		
		Required time to complete <sup>4</sup>	Date of receipt of the completed instruction		
	Through IVRS	Number of free changes (per calendar year / per scheme year)	Unlimited		
		Cut-off time	4:00 p.m.		
		Required time to complete <sup>4</sup>	Date of receipt of the completed instruction		
	By post /courier	Number of free changes (per calendar year / per scheme year)	Unlimited		
		Required time to complete <sup>5</sup>	Within 1 working day after the date of receipt of the completed instruction		
	By fax	Number of free changes (per calendar year / per scheme year)	Unlimited		
		Cut-off time	12:00 midnight		
		Required time to complete <sup>4</sup>	Within 1 working day after the date of receipt of the completed instruction		
	Confirmation statement for change of investment mandate			✓	
	Contribution	Provision of electronic contribution tools	Prescribed spreadsheet <sup>6</sup>	×	
Entry via website functions			✓		
HR software			✓		
Means of contribution data submission		Submission via website functions	✓		
		Data file sent via website	✓		
		Data file sent via email	✓		
		By post / courier	✓		
		By fax	✓		
		At trustee's designated locations	✓		
Contribution payment methods		Others	×		
		By cheque	✓		
		By e-cheque	×		
		By direct debit method (i.e. autopay)	✓		
		By direct credit to trustee's bank account	×		
		Others	×		
Required time to complete (after the date of receipt of required documents)		Employer pays by direct debit method (i.e. autopay) <sup>7</sup>	Within 10 working days		
		Employer pays by direct credit to trustee's bank account <sup>8</sup>	×		
	Employer pays by cheque <sup>9</sup>	Within 5 working days			
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) <sup>10</sup>	Within 5 working days		
		As an original trustee, the processing time for redeeming the fund units in member's account <sup>11</sup>	Within 5 working days		
		As an original trustee, the processing time for transferring MPF benefits out to new scheme after redemption of fund units <sup>12</sup>	Within 2 working days		
		As a new trustee, the processing time for transferring MPF benefits in from original scheme <sup>13</sup>	Within 2 working days		
	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) <sup>10</sup>	Within 5 working days		
		As an original trustee, the processing time for redeeming the fund units in member's account <sup>11</sup>	Within 8 working days		
		As an original trustee, the processing time for transferring MPF benefits out to new scheme after redemption of fund units <sup>12</sup>	Within 2 working days		
		As a new trustee, the processing time for transferring MPF benefits in from original scheme <sup>13</sup>	Within 5 working days		
		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) <sup>14</sup>	Within 7 working days
				The processing time for paying the accrued benefits out by trustee after redemption of fund units <sup>15</sup>	Within 5 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)	×		
		The processing time for redeeming the fund units in member's account (after the date of receipt of completed instruction) <sup>16</sup>	Within 7 working days		
		The processing time for paying the accrued benefits out by trustee after redemption of fund units <sup>15</sup>	Within 5 working days		

Customer Services				
Member Benefit Statement	Distribution method		By mail / through website	
	Number of free statement (per calendar year / per scheme year)		Mail : Once Website : 12 times	
Fund Fact Sheet	Distribution method		By mail / through website / through IVRS	
	Number of free edition (per calendar year / per scheme year)		Mail : Once Other distribution methods : 4 times	
Enquiry / Contact	Customer service centre	Business address	23/F, Lee Garden One, 33 Hysan Avenue, Causeway Bay, HK; and  21/F, Tower A, Manulife Financial Centre, 223-231 Wai Yip Street, Kwun Tong, Kowloon	
		Business hours	9:00 a.m. - 6:00 p.m. Mon to Fri (except public holiday)	
		Hotline	Member hotline phone number	2108-1388
	Hotline	Employer hotline phone number	2108-1234	
		Service hours	9:00 a.m. - 6:00 p.m. Mon to Fri (except public holiday)	
		With voice mail service	x	
		Service pledge to reply voice mail messages	x	
	IVRS	Phone number	2108-1313	
		Service hours	24 hours	
	Fax number		2104-3504	
	Website		<a href="http://www.manulife.com.hk">http://www.manulife.com.hk</a>	
	Other channels		Via designated MPF Intermediaries	
	Services available on website	Member account balance enquiry	By fund	✓
			By source of contribution type	✓
Member current investment mandate enquiry		✓		
Member account gain / loss enquiry		✓		
Member contribution history enquiry and periods available		Latest 2 years contribution records		
Change of member personal data		✓		
Change of employer particulars		✓		
Member e-statement		Member benefit statement	✓	
		Fund switching confirmation statement	✓	
		Confirmation statement for change of investment mandate	✓	
		Transfer-out statement	x	
		Transfer-in confirmation	✓	
Others		Member Transactions Details Report		
Fund price history enquiry and periods available		Since the launch date of the fund		
Fund performance		✓		
Principal Brochure / Offering Documents available for download		✓		
MPF forms available for download		✓		
Contribution calculator		✓		
Severance Payment / Long Service Payment Calculator		✓		
Services available on IVRS	Member account balance enquiry	By fund	✓	
		By source of contribution type	✓	
	Member current investment mandate enquiry		✓	
	Member account gain / loss enquiry		x	
	Member contribution history enquiry and periods available		x	
	Obtain MPF member statements		x	
	Fund price history enquiry and periods available		Latest fund price	
	Obtain Principal Brochure / Offering Documents		x	
	Obtain MPF forms		✓	
	Access to Customer Service Representative during the service hours of the Hotline		✓	
Other services	Regular seminar to employer / member		✓	
	Regular newsletter		✓	
	E-alert service	Through email	✓	
		Through SMS	✓	
	Apps	Member account balance enquiry	✓	
		Member contribution history enquiry	✓	
		Fund price history enquiry	✓	
		Member change of investment allocation of existing account balance / change of investment mandate of future contributions	✓	
Member e-statement		✓		
Special voluntary contributions		✓		

## Footnote

- 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 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.
- 3 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.
- 4 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.
- 5 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.
- 6 Prescribed spreadsheets are developed by trustees with automatic calculation of contribution functions for employers to prepare contribution data.
- 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 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.
- 10 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.
- 11 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).
- 12 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).
- 13 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).
- 14 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.
- 15 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).
- 16 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.