強積金中介人必修課程 (內部牌照 32) – 研習資料

1. 友邦強積金優選計劃基金數目: **20**

2. **友邦投資管理香港有限公司**作為投資經理負責管理友邦強積金優選計劃所有成分基金的投資。

3. 積金局 - 註冊中介人的操守要求

a. 行事須誠實、公平、符合客戶的最佳利益及持正
b. 謹慎、技巧及努力行事
c. 就能力所及的事宜提供意見
d. 在有需要時須顧及客戶的特定情況
e. 向客戶披露所需資料
f. 披露利益衝突
g. 把客戶資產迅速妥善地入賬
h. 備存受規管活動的紀錄
i. 遵守《強積金計劃條例》訂明的其他規定

4. 友邦強積金優選計劃基金的表現會受到若干風險所影響， 如：

政治、經濟及社會風險	股票投資風險
結算風險	市場風險
保管風險	匯率風險
利率風險	與可持續投資 / ESG 有關的風險
集中性風險	與投資於核准指數計劃有關的風險
對沖風險	小型公司風險
衍生工具風險	流動量風險

有關個別基金風險之說明, 請參閱「友邦強積金優選計劃」強積金計劃說明書

5. 進行強積金銷售活動時需提供以下哪些資料:

a. 給予主事中介人及附屬中介人資料;
b. 解釋基金選擇 ;
c. 解釋保證基金的條款及條件;
d. 提醒客戶資產轉移的程序及投資真空期

6. 強積金銷售流程重點 (提供強積金銷售四寶) :

a. 提供印有註冊為中介人時所使用的姓名以及強積金註冊編號的名片以表明身分
b. 提供主事及附屬中介人核准的推銷資料資料
a. 提供強積金計劃說明書 + 主要計劃資料文件
b. 查閱個人帳戶資料授權書[表格 PA-AP(PI)

7. 整個客戶資產轉移程序一般需時 **2-3 星期**

[AIA - INTERNAL]

8. 「投資空檔」是指在轉移強積金計劃時，由於原有受託人必須先賣出原計劃內的基金，再由新受託人購入計劃成員選定的基金，**一般會有一段約一至兩個星期的時間強積金不會投資於任何基金。**

9. 以下是進行強積金銷售時正確的步驟:

a. 分發 AIA MPF 核准的推銷資料;
b. 不提供任何投資意見;
c. 解釋預設基金的特點;
d. 簽妥之表格須於一個工作天內交予 AIA,簽妥表格之客戶副本必須即時交予客戶;
e. 提供「僱員自選安排轉移」指南(如適用)

10. 由 2017 年 4 月 1 日起，現有 32 個強積金計劃已經各自提供一個預設投資策略（簡稱「預設投資」）。**預設投資策略（簡稱「預設投資」）**是強積金制度的一項重要改革，旨在為計劃成員提供更佳的退休保障。「預設投資」劃一各強積金計劃的預設安排，並回應計劃成員對強積金基金收費高、選擇難的關注。「預設投資」主要為不懂得或不想打理強積金的計劃成員而設。

11. 由 2017 年 4 月 1 日起，強積金成員沒有為他們的強積金作投資選擇，成員的未來投資將會**投資於預設投資**

12. 需要特別照顧的客戶定義：

(i) 不能完全明白或也許不能完全明白所提供及討論的資料的人士
(ii) 不能作出該重要決定或也許不能作出該重要決定的人士
(iii) 文盲人士
(iv) 教育水平較低（小學或以下程度）的人士
(v) 因視障或有其他障礙而令其獨立作出有關重要決定的能力受到影響的人士

若在評估後確定客戶需要特別照顧，為客戶提供以下選擇的機會：
(a) 由一位朋友陪同並見證有關銷售的過程；及／或
(b) 安排多一名員工或中介人 (必須為第三者) 見證有關銷售的過程

13. 註冊中介人進行受規管活動時，如遇到需要特別照顧的客戶，在進行與作出重要決定有關的銷售及推銷程序時，須給予額外的照顧和支援。為客戶提供以下選擇的機會：

(i) 由一位朋友陪同並見證有關銷售及選擇成分基金的過程； 及／或
(ii) 安排多一名員工見證有關銷售及選擇成分基金的過程。

附屬中介人會在銷售過程中應：

- 核對客戶的身份證明文件（例如身份證/ 護照），以核實客戶身份；
- 查核客戶是否需要特別照顧 [1]，以識別客戶是否有特別需要，對需要特別照顧的客戶格外審慎，並提供額外支援，例如讓需要特別照顧的客戶 由一位朋友陪同或安排多一名主事中介人的員工見證有關銷售過程。

註冊中介人須記錄已向客戶提供上述選擇及客戶所作的選擇，並 須要求客戶在文件上簽署，以確認其選擇。已簽署的文件副本須 交予客戶，而正本須由主事中介人保存最少七年；

14. 進行強積金路演銷售的注意事項

a. 必須已登記成為強積金中介人，不得邀請未曾參與銷售的任何人士作為該申請的中介人
b. 名片上之姓名必須與香港身份證上的中英文姓名相同，且印有強積金中介人註冊編號
c. 不得要求客戶簽署空白或未填妥的表格；並需在表格上填寫客戶簽署的日期
d. 於一個工作天內把客戶填妥之表格轉交予友邦企業業務部
e. 給予客戶主事中介人及附屬中介人資料
f. 必須於客戶簽署文件前解釋該文件的用途及其內容，以及收集身份證副本的用途

15. AIA 路演內部指引 (要求)

a. 簽妥 Letter of Agreement
b. 簽妥 Roadshow Agreement (自發性路演除外)
c. 如要舉行自發性強積金路演需填妥及以電子郵件方式發送“Self-Initiated MPF Roadshow Registration Form” 到友邦企業業務以供批核，及必須得到友邦企業業務的「批核」才可舉行自發性強積金路演
d. 安排具有強積金中介人牌照的主管人員負責紀錄是此推銷路演活動資料，監督整個推銷路演活動的運作，並於完成強積金路演後兩個工作天內，填妥“MPF Carshow / Roadshow / Self-Initiated Roadshow Person-In-Charge Declaration Form”並遞交予負責貴區之企業業務營業拓展部同事或透過傳真 2915 0915 傳送到友邦企業業務

16. 參與公司舉辦的強積金路演前, 需簽妥:

a. Letter of Agreement
b. Roadshow Agreement

17. 附屬中介人必須使用表格**「Form PA-AP(PI)」**為計劃成員查詢個人賬戶及經由主事中介人提交個人賬戶查詢

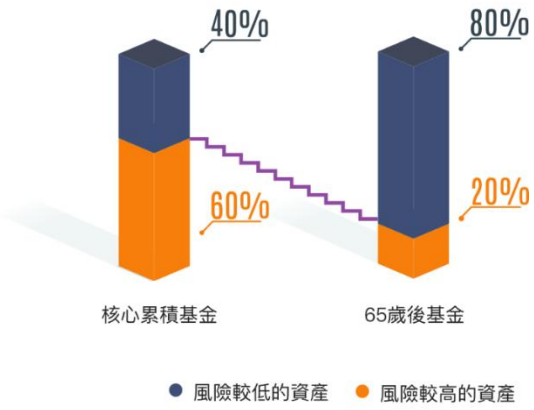
18. 由主事中介人提交個人帳戶查詢注意事項 (授權書 — 表格 PA-A P(PI) (表格))

- **表格(表格 PA-A P (PI)) 是供計劃成員授權主事中介人代其查詢個人帳戶資料之用 。**

19.「預設投資」是一個現成的投資方案，**由核心累積基金(Core Accumulation Fund (CAF))及 65 歲後基金(Age 65 Plus Fund (A65F)) 兩個混合資產基金組成。**

- 如強積金是按「預設投資」進行投資，越接近退休年齡，受託人將逐步為強積金降低風險，「預設投資」隨計劃成員接近退休年齡而自動降低高風險資產的投資比例。
- 由 50 歲開始，受託人會根據下表所列的百分比，每年自動調整核心累積基金及 65 歲後基金之間的投資比例一次，即逐步減持核心累積基金及相應增持 65 歲後基金。

年齡	核心累積基金	65 歲後基金
50	93.3%	6.7%
51	86.7%	13.3%
52	80.0%	20.0%
53	73.3%	26.7%
54	66.7%	33.3%
55	60.0%	40.0%
56	53.3%	46.7%
57	46.7%	53.3%
58	40.0%	60.0%
59	33.3%	66.7%
60	26.7%	73.3%
61	20.0%	80.0%
62	13.3%	86.7%
63	6.7%	93.3%
64	0.0%	100.0%



- **50 歲前 - 帳戶內的所有強積金及轉入該帳戶的強積金會投資於核心累積基金。**
- 50 歲至 64 歲 - 直至你 64 歲為止，帳戶內的核心累積基金每年逐步減持，並相應增持 65 歲後基金。
- 64 歲後 - 帳戶內的所有強積金均會投資於 65 歲後基金。

20. **環球債券及貨幣市場投資工具**是預設投資策略所投資的風險較低投資項目

21. 預設投資策略的基金管理費總計(包括成分基金層面及基礎基金層面的基金管理費)是 **0.75%**

22. 中介人從事可扣稅自願性供款相關活動時，須注意下列重要事項:

a. 須符合客戶最佳利益及披露利益衝突
b. 中介人須避免利益衝突；例如在銷售不同產品後獲得不同利益，以致產生實際或潛在的利益衝突，則須向客戶披露該項衝突，並採取一切合理步驟，確保客戶獲得公平對待 (例如: 當同時介紹可扣稅自願性供款與合資格延期年金保單時, 需向客戶披露中介人透過銷售這兩類產品所收取的回報各有不同)
c. 不可要求客戶簽署未填妥的表格;
d. 只可使用獲認可的推銷資料

23. 當從事有關強積金可扣稅自願性供款銷售活動時, 強積金中介人應：

a. 確保客戶清楚明白「可扣稅自願性供款」的要點
b. 強積金中介人應以準確，公平和不偏不倚的方式講解可扣稅自願性供款的產品特徵（例如提取期限和最低投資金額
c. 向客戶解釋 2019/2020 及其後的課稅年度的最高可扣稅金額為$60,000。該金額為可扣稅自願性供款及其他合資格年金保費的總限額;

24. 強積金可扣稅自願性供款計劃合資格人士為:

a. 強積金計劃的僱員成員;
b. 強積金計劃的自僱人士成員;
c. 強積金計劃的個人賬戶持有人;
d. 獲強積金豁免的職業退休計劃的成員

25. 當從事有關強積金可扣稅自願性供款銷售活動時, 強積金中介人不能:

× 於強積金客戶沒有要求下，提供與強積金無關之服務或產品資料
× 向拒絕直接促銷活動的強積金客戶進行直接促銷
× **提供稅務建議**
× **要求準客戶 / 客戶簽署空白或未填妥的表格**
× 透過電話推銷強積金，並聲稱代表主事中介人或一群受託人，但沒有說出該等機構的名稱
× 訛稱是積金局職員/代表，或受積金局委託(如「強積金統計處」或「強積金顧問局」)
× 聲稱 AIA 強積金計劃/AIA 強積金可扣稅自願性供款計劃/成分基金較客戶現時所參加的計劃或投資的基金為佳
× **向客戶提供有關從強積金制度提早提取累算權益的意見**
× 向客戶提供直接或間接回佣、禮物或優待
× **向客戶提供任何投資意見(包括向客戶就投資於某一特定成分基金或把累算權益由某一特定成分基金轉移至另一特定成分基金提供意見)**
× 預測、推算或展望某成分基金在未來的表現或可能錄得的表現
× 為推銷其他產品而作出任何偏頗及不當的陳述
× 接受客戶以現金付款
× 從公共領域取得的個人資料來進行直接促銷 (例如於商業大廈大堂抄取或拍攝租戶如醫生、會計師等的姓名及地址，然後寄發直銷信件;於網站上搜尋政府官員電話簿後發出直銷電話;從第三者如診所護士或法官助理取得其上司的個人資料，如姓名及個人郵箱地址等，然後以直送或抄送形式發送直銷郵件)
× 沒有使用正確的查閱個人賬戶資料授權書(主事中介人)(表格 PA-AP(PI)) (該授權書須經由主事中介人提交)
× **未經客戶同意及授權的情況下，遞交強積金表格及執行交易**
× 冒充客戶並聯絡核准受託人，藉以取得客戶的強積金賬戶資料(例如賬戶號碼及賬戶結餘等)
× 未經客戶同意而使用客戶資料(強積金中介人之前為客戶進行業務活動的過程中取得的資料)填寫強積金表格
× 沒有清楚解釋表格的內容及用途，便要求或容許客戶簽署表格
× 沒有具備足夠的產品知識，未能向客戶提供清晰準確的資料
× 不熟悉相關強積金計劃或基金的資料、適用的表格及工作程序

- × 沒有盡快向客戶提供已簽署的表格的副本
- × 沒有迅速及準確地執行客戶的指示(例如把參加表格轉交予核准受託人)，或沒有盡快通知客戶其指示已被延遲執行
- × 處理客戶資產(若強積金中介代收供款而引致的逾期供款，會導致僱主或自僱人士被徵收供款附加費)
- × 參與任何向公眾人士推銷職業退休計劃的推廣活動
- × 虛假或具誤導性的陳述以提早提取強積金權益
- × 協助及 / 教唆計劃成員作出該等虛假或具誤導性的陳述以提早提取強積金權益 (例如作出有關永久離開香港的虛假聲明以提取強積金權益)
- × 除非在法例准許的情況，否則不得披露或使用客戶提供的全部資料及不當地使用在業務活動過程中所取得的個人資料
- × 未經計劃成員授權而向第三者披露其個人資料 / 或聯絡資料
- × 聲稱 AIA 強積金可扣稅自願性供款計劃較客戶現時所參加的計劃或投資的基金為佳
- × **向客戶提供有關向強積金制度作出可扣稅自願性供款款額的意見**
- × 不向客戶披露從銷售不同可扣稅產品所得的利益會有差異

26. 計劃成員可於以下情況提取可扣稅自願性供款的累算權益：

a. 年滿 65 歲 / 提早退休（年滿 60 歲並已終止所有受僱 / 自僱工作，且無意再次受僱或自僱）
b. 死亡
c. 小額結餘
d. 永久性地離開香港特別行政區
e. 完全喪失行為能力
f. 罹患末期疾病

27. 如附屬中介人聘請沒有強積金牌照的私人助理，**該私人助理將只能參與行政工作**

28. 根據 CRS 交換的資料包括：

a. 賬戶持有人 / 控權人的個人資料 - 交換的資料包括姓名、地址、稅務居住地 / 司法管轄區、稅務編號 / 出生日期及控權人類別。

b. 強積金 / 職業退休註冊計劃賬戶資料 - 交換的資料包括賬戶編號、賬戶的年終結餘或價值，及在有關申報期內就該賬戶支付或記入予該賬户持有人的總款額，包括付給賬户持有人的贖回付款的總款額。

29. 根據《稅務條例》第 80（2E）條，如任何人在作出自我證明時，在明知一項陳述在要項上屬具誤導性、虛假或不正確，或罔顧一項陳述是否在要項上屬具誤導性、虛假或不正確下，作出該項陳述，即屬犯罪。**一經定罪，可處第 3 級（即港幣$10,000）罰款。**

Compulsory Training for MPF Intermediaries (Internal license 32) - Study Notes

1. AIA MPF - Prime Value Choice; Current no. of constituent funds: **20**

2. **AIA Investment Management HK Limited** is the Investment Manager responsible for managing the investment of all the Constituent Funds of the Scheme (AIA MPF – Prime Value Choice)

3. MPFA - Guidelines on Conduct requirements for registered intermediary

a. Act honestly, fairly, in the best interests of the client, and with integrity
b. Exercise a level of care, skill and diligence
c. May advise only on matters for which the principal or subsidiary intermediary is competent to advise
d. Must have such regard to the client's particular circumstances as is necessary for ensuring that the regulated activity is appropriate to the client
e. Must make such disclosure of information to the client as is necessary for the client to be sufficiently informed for the purpose of making any material decision
f. Must use best endeavours to avoid a conflict between the interests of the principal or subsidiary intermediary and the interests of the client and, in the case of such a conflict, must disclose the conflict to the client
g. Must ensure that client assets are promptly and properly accounted for
h. Must comply with other requirements that are prescribed by the rules
i. Must comply with other regulations prescribed by the MPF Schemes Ordinance

4. (AIA MPF – Prime Value Choice) - The performance of MPF funds is subject to several risks, including the following:

1. Political, economic and social risk	2. Equity investment risk
3. Settlement risk	4. Market risk
5. Custodial risk	6. Exchange rate risk
7. Interest rate risk	8. Risk relating to sustainable investing/ESG
9. Concentration risk	10. Risk relating to investments in an Approved ITCIS
11. Hedging risk	12. Smaller companies' risk
13. Derivate risk	14. Liquidity risk

To find more details about the risks of MPF funds, please refer to MPF Scheme Brochure for AIA MPF - Prime Value Choice

5. The following information are required to provide to customer when conducting MPF sales activities:

a. Principal Intermediary and Subsidiary Intermediary Information Form;
b. A business card with the name and MPF Intermediary registration number;
c. AIA MPF approved promotional materials;
d. Comments on newspapers and periodicals on the performance of MPF funds;
e. Self-analysis of fund performance data

6. Key Points of Sales Process when Conducting Sales Activities: Provide MPF Sales Four Kits
   a. Provide Business name card bearing name same as HKID card and MPF registration number
   b. Provide Information about Principal Intermediary and Subsidiary Intermediary
   c. Provide MPF Scheme Brochure + Key Scheme Information Document
   d. Provide The Form PA-AP(PI) - for scheme members who want to make enquiry about his/ her personal account

7. It take **2 – 3** weeks for the client asset transfer process to take place

8. The out-of-market period takes place during the transfer of an MPF scheme. The original trustee needs to sell your fund units in your old scheme before your new trustee can buy fund units in accordance with your fund choices. D**uring this period which would last for one to two weeks, your MPF will not be invested in any MPF funds.**

9. The following is the right procedure for MPF sales:
   a. Distribution of AIA MPF approved marketing materials;
   b. No investment advice;
   c. Explain the characteristics of the default fund;
   d. Form must be submitted to AIA within one working day and customer form copy must be delivered to the customer immediately;
   e. Provide a Guide to Employee Arrangements for Transfer (if applicable)

10. From 1 April 2017, each of the 32 existing MPF schemes has been offering the **Default Investment Strategy (DIS).** DIS represents a major reform of the Mandatory Provident Fund (MPF) System. It aims to provide scheme members with better retirement protection.The DIS standardizes the default arrangements of the MPF schemes, and also addresses the concerns about the high fee levels of MPF funds and scheme members' difficulties in making fund choices. The DIS is designed for scheme members who do not know how to or are not interested in managing their MPF.

11. From 1 April 2017, future investment from MPF members who do not make their own choice of MPF funds, **will be invested through the DIS**

12. The definition of Vulnerable Client：
   (i) a person who is not, or may not be, able to fully understand the type of information to be provided and discussed
   (ii) who is not, or may not be, able to make that key decision
   (iii) those who are illiterate
   (iv) with low level (primary level or below) of education

(v) visually or otherwise impaired in a manner that affects their ability to make the relevant key decision independently：

Having assessed a client as a vulnerable client, a registered intermediary should offering the client those opportunities:

a. to be accompanied by a companion to witness the relevant sales process and constituent fund selection process; and/or
b. to have an additional member of staff to witness the relevant sales process and constituent fund selection process.

13. In the course of conducting a regulated activity, a registered intermediary should provide extra care of, and support for, clients with special needs (vulnerable clients). Offering the client the opportunity:

i. to be accompanied by a companion to witness the relevant sales process and constituent fund selection process; and/or
ii. (ii) to have an additional member of staff to witness the relevant sales process and constituent fund selection process.

During the selling process, SI's should:

- Check the clients' identity documents (e.g. identity card) to verify the clients' identity
- Check whether the clients are vulnerable clients[1] so that to clients with special needs can be identified. The SI's should exercise extra care and provide additional support, such as by offering the vulnerable clients the opportunity to be accompanied by a companion or an additional staff member to witness the sales process.

The registered intermediary should document that the above choices were offered to the client, the choice that has been made by the client and ask the client to acknowledge the choice he/she has made by signing the document. A copy of the signed document should be provided to the client and the original should be kept by the principal intermediary for a minimum period of seven years;

14. MPF Roadshow Precautions

a. Must be registered as a MPF intermediary, and must not invite any person who has not participated in any sales activity to be an subsidiary intermediary.
b. English and Chinese name on business card must be the same as the one displayed on Hong Kong Identity Card along with MPF registration number.
c. Clients must not be asked to sign blank or incomplete forms. The date of signature must also be written on the form.
d. Hand the completed form to AIA CS Department within one working day.

e. Provide the client with information on PI's and SI's.
f. The purpose of the document and its contents must be explained before its signed by the client, along with the purpose as to why copies of identity cards will be collected.

15. AIA Roadshow Internal Guidelines (Requirements)
    a. **Completed and submitted Letter of Agreement**
    b. **Completed and submitted Roadshow Agreement (except Self-Initiated Roadshows)**
    c. Must complete and email the "Self-Initiated MPF Roadshow Registration Form" to the AIA Corporate Solutions for approval, and must get "APPROVAL" before conducting Self-Initiated MPF Roadshow.
    d. Arrange MPF licensed PIC to record the information of Carshow / Roadshow / Self-Initiated MPF Roadshow, oversee the operations of the activities, complete "MPF Carshow / Roadshow / Self-Initiated Roadshow Person-In-Charge Declaration Form" and submit to designated AIA Corporate Solutions sales representatives or fax: 2915 0915 no later than 2 working days after the Carshow / Roadshow / Self-Initiated MPF Roadshow.

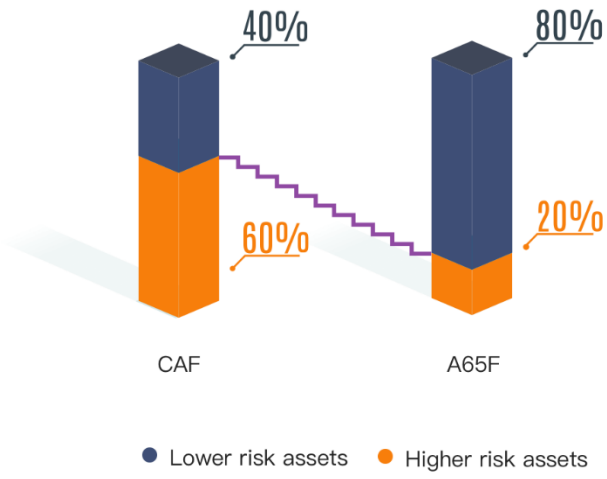
16. Before joining the AIA Roadshow, the following documents will be required to complete before the MPF Roadshow.
    a. **Letter of Agreement**
    b. **Roadshow Agreement**

17. Subsidiary Intermediaries must use **FORM PA-AP(PI)** and submit such request via Principal intermediaries.

18. Points-to-note for Personal Account Enquiries Submitted by Principal Intermediaries (PIs) Authorization Form - Form PA-AP(PI) (Form)
    - **Form (Form PA-AP(PI)) is devised for a scheme member to authorize an PI to make enquiry about his/her personal accounts (PA)**

19. PDIS is a ready-made investment solution, **made up of two mixed assets funds, namely the Core Accumulation Fund (CAF) and the Age 65 Plus Fund (A65F).**
    - If MPF benefits are invested according to DIS, trustees will automatically and gradually reduce the exposure to investment risk as a scheme member approaches retirement age, DIS automatically reduces the proportion of investments in higher risk assets as the scheme member approaches retirement age.
    - Once scheme members reach the age of 50, their trustee will automatically reduce their investments in CAF and increase their investments in A65F progressively. This will be done once a year according to the percentages set out in the table below.

Age	Core Accumulation Fund	Age 65 Plus Fund
50	93.3%	6.7%
51	86.7%	13.3%
52	80.0%	20.0%
53	73.3%	26.7%
54	66.7%	33.3%
55	60.0%	40.0%
56	53.3%	46.7%
57	46.7%	53.3%
58	40.0%	60.0%
59	33.3%	66.7%
60	26.7%	73.3%
61	20.0%	80.0%
62	13.3%	86.7%
63	6.7%	93.3%
64	0.0%	100.0%



- **Below Age 50 - All contributions and transfer-in benefits in the member's account are invested in CAF.**
- From Age 50 to 64 - The MPF benefits invested in CAF are in the member's account gradually reduced while those invested in A65F are gradually increased every year, until the member reaches the age of 64.
- Above Age 64 - All the MPF benefits in the member's account are invested in A65F.

20. **Money Market Investment Instruments and Global Bonds** are the less risky investments in the default investment strategy.

21. The total fund management fee of the Default Investment Strategy (including the fund management fee at the CF level and APIF level) is **0.75%**

22. MPF intermediary is dealing with clients in relation to TVCs should be noted the following :

[AIA - INTERNAL]

a. Which of the following should be noted when MPF intermediary is dealing with clients in relation to TVCs?
b. I. Acting in the best interests of clients and managing conflict of interest
c. II. Avoid any conflict of interest and should disclose the conflict to the client and take all reasonable steps to ensure fair treatment of the client (eg. Subsidiary intermediary should disclose to clients on the different amount of benefits by them upon completing sales for TVCs and qualifying deferred annuity policies)
d. III. No client should be asked to sign incomplete form
e. IV. Only authorized marketing materials may be used

23. When conducting TVCs selling activities, MPF subsidiary intermediaries should:

a. Ensure that clients clearly understand the key features of TVCs
b. Ensure that all the information related to TVCs should be presented in an accurate, fair and balanced way. (e.g. Withdrawal Conditions and minimum investment amount)
c. Explain to client the maximum tax deductible limit in 2019/2020 onwards is $60,000, which is an aggregate limit for both TVCs and qualifying deferred annuity premiums

24. MPF Tax Deductible Voluntary Contribution's Eligibility

a. an employee member of an MPF Scheme
b. a self-employed person of an MPF Scheme
c. a personal account holder of an MPF Scheme
d. a member of an MPF-exempted occupational retirement scheme (ORSO)

25. When conducting TVCs selling activites, MPF subsidiary intermediareis cannot:

× Failing to use the correct Personal Account Information Enquiry Authorization Form (Principal Intermediary). (Form PA-AP (PI)) for personal account enquiries that should be submitted via principal intermediaries (PIs)
× Submitting MPF forms and executing transactions without the clients' consent and authorization.
× Impersonating a client and contacting approved trustees for the purpose of obtaining the client's MPF account information such as account number and account balance.
× Using the clients' information (previously obtained in the course of the SI's business activities with the clients) without their consent to fill in the MPF forms.
× **Requesting or allowing a client to sign forms without clearly explaining the contents and purposes.**
× Failing to have adequate product knowledge and failing to provide clear and accurate information to aid a client's decision making.
× Failing to have adequate knowledge of the relevant MPF scheme/fund, the choice of appropriate forms and procedures.
× Failing to provide copies of the signed forms to the client as soon as practicable.
× Failing to execute a client's instructions promptly and accurately or alert the clients of any delay in execution as soon as possible (e.g. passing an enrolment form to the approved trustee).

[AIA - INTERNAL]

- × Handling client assets (Delays in passing on the cheques and beyond the statutory contribution dates caused by subsidiary intermediaries who receive cheques may trigger the imposition of surcharges on the employers or Self-employed person).
- × Participate in any marketing of ORSO schemes to the public.
- × **Make a false or misleading statement for early withdrawal of MPF benefits.**
- × Aids and / or abets scheme members to make false or misleading statement (e.g. Making false declaration on permanent departure to withdraw MPF benefit).
- × Disclose or use such information except as permitted at law, and avoid any misuse of the personal information obtained in the course of its business activities.
- × Unauthorized disclosure of scheme members' personal information and / or contact details to third party.
- × Claim that AIA MPF TVC Programme is better than customers current participating scheme or investment funds.
- × **Provide advice to customers on TVC contribution amount in MPF System.**
- × Fail to disclose clients that the benefits derived from the sale of different TVC products will differ.
- × **Provide advice to customers on early withdrawal from MPF System**
- × **Provide tax advice**
- × **Provide any investment advice**

26. Scheme member can withdraw the TVC benefits under the following conditions:

a. Attaining the age of 65 / early retirement (attaining the age of 60 and ceased all employment/self-employment with no intention of becoming employed or self-employed again)
b. Death
c. Small balances
d. Permanent departure from Hong Kong
e. Total incapacity
f. Terminal illness

27. If personal assistants who do not have valid MPF license are privately engaged by SIs, **the personal assistants can participate in administrative work only**

28. The information to be exchanged under CRS includes:

a. Account holder / Controlling Person Data - name, address, jurisdiction of tax residence, Tax Identification Number (TIN) and date of birth (for individual), Type of Controlling Person

b. Scheme Account Data – account number, account balance / value (year end) for the year concerned, and the gross amount paid or credited to the account holder in respect of the account during the relevant period, including the aggregate amount of any redemption payments made to the account holder during that period

29. It is an offence under section 80(2E) of the Inland Revenue Ordinance if any person, in making a Self-certification, makes a statement that is misleading, false or incorrect in a material particular AND knows, or is reckless as to whether, the statement is misleading, false or incorrect in a material particular. **A person who commits the offence is liable on conviction to a fine at level 3 (i.e. HK$10,000)**.