

Annex

Category	Number of complaints received	
	Employers	Scheme members
eMPF registration	123	88
Enrolment in MPF schemes	103	51
Making MPF contributions	727	388
Transfer of MPF accrued benefits	23	76
Change of account information and user particulars	44	51
Change of investment portfolios	Not applicable	55
Withdrawal of MPF accrued benefits	Not applicable	291
Offsetting of long service payment / severance payment	73	43
Customer services	80	96
Others	37	40
Total	1 210	1 179
	2 389	

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