

**Annex**

<b>Category</b>	<b>Number of complaints received</b>	
	<b>Employers</b>	<b>Scheme members</b>
eMPF registration	419	262
Enrolment in MPF schemes	956	225
Making MPF contributions	3 295	1 570
Transfer of MPF accrued benefits	139	407
Change of account information and user particulars	282	192
Change of investment portfolios	Not applicable	149
Withdrawal of MPF accrued benefits	Not applicable	2 053
Offsetting of long service payment / severance payment	387	285
Customer services	350	370
Others	72	100
<b>Total</b>	<b>5 900</b>	<b>5 613</b>
	<b>11 513</b>	