

## FAQ on Partial Withdrawal

### Partial Withdrawal

- 1. Question: Can I withdraw some benefits from my HAPFS account for emergency use during my employment with the HA?**

Answer: No.

- 2. Question: I am an existing extended member of HAPFS. I have heard that I can only fully withdraw my benefits during the five-year membership extension period. Is it true?**

Answer: You can always fully withdraw your benefits at any time during or at the end the membership extension period. In addition, starting from 1st June 2020, you can also withdraw your benefits partially at any time before expiry of the membership extension period.

- 3. Question: What is the frequency of withdrawals?**

Answer: You can make withdrawal from your account on a monthly basis within the five-year membership extension period. The cut-off time for giving withdrawal instruction is **5:00p.m. on the 23<sup>rd</sup> of each month** (i.e. same cut-off time as fund switching).

- 4. Question: How can I submit the partial withdrawal instruction?**

Answer: You can submit the partial withdrawal instruction through the dedicated website or hotline operated by Invesco only. For security purpose, a one-time password ("OTP"), which will be sent to your registered mobile phone number via SMS, will be used to authenticate the withdrawal request. Please refer to **Questions 15-22** below for more details.

Please note that the interactive voice response system ("IVRS") operated by Invesco does not support partial withdrawal at the moment. You need to place your withdrawal instruction with the Call Centre Representative. In addition, **no written instruction** will be accepted for partial withdrawal as well.

- 5. Question: Are there any handling fees for partial withdrawal?**

Answer: A handling fee of HKD300 will be charged by the Scheme Administrator for each partial withdrawal request and will be directly deducted from the redemption proceeds before crediting to member's bank account.

Please note that if the resulting account balance after partial withdrawal is less than HKD300, no benefit will be paid out to member after deducting the handling fee.

**6. Question: How much can I withdraw from my HAPFS account? Are there any limits or restrictions?**

Answer: There is no limit on the total amount of money that can be withdrawn from your account, but it must be a multiple of 10% to that of the total balance of your account. Please note that a handling fee of HKD300 for each partial withdraw request will be charged by the Scheme Administrator.

**7. Question: Can I revise or cancel the partial withdrawal request after submission?**

Answer: You can always revise or cancel the submitted withdrawal request any time before the monthly cut-off date.

**8. Question: If I hold more than one fund choices in my account, can I choose which fund(s) to be redeemed and the respective withdrawal percentage?**

Answer: You can only determine the “partial withdrawal percentage” to the total balance of your account. If you hold more than one fund choices, all the funds you are holding will be redeemed equally according to the partial withdrawal percentage.

**9. Question: I am going to leave HA and have opted for an extension of HAPFS membership, when can I start making partial withdrawal?**

Answer: Depending on your last date of employment with HA, it may take at least two months for the Scheme Administrator to calculate your final balance of accrued benefits, set up your extended membership account, and activate your partial withdrawal function. For example, if your last date of employment is 30<sup>th</sup> June 2020, your extended membership account will normally be set up by the Scheme Administrator on or before 31<sup>st</sup> August 2020. You may start making partial withdrawal request from 1<sup>st</sup> September 2020 onwards. A welcome letter and membership certificate will be also sent to you by the Scheme Administrator once your extended membership account is successfully set up.

**10. Question: How long does it take to receive a partial withdrawal payment?**

Answer: Payment of partial withdrawal may take up to 30 days after the funds were redeemed or may be around two months from the date of instruction. For example, if you submit a withdrawal request on 23<sup>rd</sup> June 2020 by 5 p.m., your fund units will be sold on the last business day of that month (i.e. 30<sup>th</sup> June 2020). You will then receive the benefits payment on 24<sup>th</sup> July 2020 (i.e. within 30 days after the funds were redeemed).

**11. Question: I am the existing extended member of HAPFS. How do I apply for the new partial withdrawal function?**

Answer: For all existing extended members who have successfully applied for membership extension on or before 31<sup>st</sup> May 2020, there is no need to apply for the new partial withdrawal function. However, since a one-time password is required to authenticate and complete the partial withdrawal instruction, you will not automatically be able to use this new function until you register your mobile phone number with the Scheme Administrator. You can register your mobile phone number with us by filling in the Change of Particulars Form for Extended Member ("Form") which have been sent to you earlier. Alternatively, you can always download the Form from the Invesco website. Other than mobile phone number which is mandatory for activating the partial withdrawal function, you are also highly recommended to give us your latest residential/mailling address and bank account information. Once you have filled out the Form and sent it to the Scheme Administrator by post, they will activate the withdrawal function for you three working days after they have received your duly completed and signed Form. A welcome letter will be sent to you by the Scheme Administrator once your partial withdrawal function is activated.

**12. Question: Can I make fund switching and partial withdrawal in the same effective month?**

Answer: Yes, you can. Please note that your partial withdrawal request will first be handled before the fund switching instruction.

**13. Question: Can I make fund switching and full withdrawal in the same effective month?**

Answer: Since there is no bid-offer spread imposed by the Scheme (i.e. selling price of a fund equals to its buying price), all fund prices and thus fund valuations remain the same before and after the fund switching instruction. So, if you submit both fund switching and full withdrawal request in the same effective month, your fund switching instruction will not be executed. We will only redeem all the units in your account.




**14. Question: Can I make fund switching and/or partial withdrawal in two consecutive months?**

Answer: It all depends on the circumstances and the months you submit the instruction(s), as you will not be allowed to submit a new request for the second month until the requests of the first month have been transacted and updated in the system.

Since the Scheme Administrator requires 3 to 5 business days after the issuance of fund price on the 15<sup>th</sup> of the second month to process the fund switching and/or partial withdrawal

transaction of the first month, you may only have just **a few days or even none at all** to input a new partial withdrawal request in the second consecutive month. Please refer to the following two illustrations for details.




[Example 1] Assuming the Scheme Administrator takes 3 business days to complete the fund switching and/or partial withdrawal request for the first month, the availability of second consecutive month will be as follows (for illustration and reference only):

<b>2<sup>nd</sup> consecutive month</b>			
	<b>Jul 2020</b>	<b>Sep 2020</b>	<b>May 2021</b>
<b>Estimated Previous Month's fund price available date (T)</b>	15 Jul 2020	15 Sep 2020	14 May 2021
<b>3 business days after T (T+3)</b>	20 Jul 2020	18 Sep 2020	20 May 2021
<b>Cut-off date<sup>^</sup></b>	23 Jul 2020	23 Sep 2020	24 May 2021
<b>Window for 2<sup>nd</sup> consecutive month instruction submission (for reference only)</b>	From 21 Jul to 23 Jul till 5:00pm	From 19 Sep to 23 Sep till 5:00pm	From 21 May to 24 May till 5:00pm
			
	<b>3 days</b>	<b>5 days</b>	<b>4 days</b>

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<sup>^</sup> If the 23<sup>rd</sup> is not a business day, the cut-off date will be postponed to the next business day that immediately follows.

[Example 2] Assuming the Scheme Administrator takes 5 business days to complete the fund switching and/or partial withdrawal request for the first month, the availability of second consecutive month will be as follows (for illustration and reference only):

<b>2<sup>nd</sup> consecutive month</b>			
	<b>Jul 2020</b>	<b>Sep 2020</b>	<b>May 2021</b>
<b>Estimated Previous Month's fund price available date (T)</b>	15 Jul 2020	15 Sep 2020	14 May 2021
<b>5 business days after T (T+5)</b>	22 Jul 2020	22 Sep 2020	24 May 2021
<b>Cut-off date<sup>^</sup></b>	23 Jul 2020	23 Sep 2020	24 May 2021
<b>Window for 2<sup>nd</sup> consecutive month instruction submission (for reference only)</b>	Only on 23 Jul till 5:00pm	Only on 23 Sep till 5:00pm	NIL
			
	<b>1 day</b>	<b>1 day</b>	<b>0 day</b>

<sup>^</sup> If the 23<sup>rd</sup> is not a business day, the cut-off date will be postponed to the next business day that immediately follows.

## One-Time Password (“OTP”)

### **15. Question: What is an OTP?**

Answer: OTP is a security feature provided by Invesco for withdrawal transaction. When you make a withdrawal transaction online or by hotline, you are required to enter a 6-digit OTP through an SMS to your registered mobile phone number for authentication purpose.

### **16. Question: Why do I need an OTP? What are the benefits of OTP?**

Answer: OTP provides an extra security protection against online fraud. When you make withdrawal transaction online or by hotline, an OTP is required for authenticating the withdrawal transaction.

### **17. Question: How can I register or update my mobile phone number?**

Answer: You can register or update your mobile phone number with the Scheme Administrator by filling in the “Change of Particulars Form for Extended Member” which can be downloaded from the Invesco website.

### **18. Question: Do all online transactions require an OTP?**

Answer: No, OTP is only required for withdrawal transaction. You can continue making inquiry of your account or fund switching without OTP authentication.

### **19. Question: Does an OTP expire?**

Answer: The OTP expires in 15 minutes after it is issued. If you are unable to enter the OTP to complete the withdrawal transaction before the OTP expires, you can click “Resend OTP” button to receive another valid OTP on your registered mobile phone number. You can then re-submit the new OTP to complete the transaction.

### **20. Question: Can I receive an OTP when I am overseas?**

Answer: If you are overseas and using overseas mobile service providers, the service provider may not support receipt of international SMS. Please consult your telecommunication service provider for details.

### **21. Question: What should I do if I lost my mobile phone?**

Answer: You should report loss to your mobile phone service provider immediately and request the service provider to suspend your mobile telecommunication service. Please remember to update us on your new mobile phone number when you get a new one from the service provider.

**22. Question: I have updated my mobile phone number with the Scheme Administrator, when will my record be updated? When will I be able to place the withdrawal instruction?**

Answer: The processing time is around 3 working days upon receipt of your completed "Change of Particulars Form for Extended Member" by the Scheme Administrator. You can place the withdrawal instruction once your mobile phone number record is updated.

## 部分提取權益常見問題

### 部分提取權益

**問題 1：我在醫管局工作期間可否提取部分公積金作應急之用？**

答：不可以。

**問題 2：我是現有醫管局公積金計劃的延長成員。我聽聞我只能在為期五年的延長期內全數提取權益。這是真的嗎？**

答：您可以在延長期的限期前或到期日一筆過提取全部權益。此外，從 2020 年 6 月 1 日開始，您還可以隨時在延長期屆滿之前提取部分權益。

**問題 3：提取權益的次數限制是多少？**

答：您可以在為期五年的延長期內每月從您的帳戶中提取款項。提交提取權益申請的截止時間為每月的 23 日下午 5 時（即與基金轉換的截止日期相同）。

**問題 4：我如何提交部分提取權益指示？**

答：您只能透過景順專為計劃而設的網站或成員專線提交部分提取權益指示。基於保安理由，「一次性密碼」將會透過短訊形式發送到您已註冊的手提電話號碼，用作認證提取權益交易。有關詳情，請參閱下面**問題 15-22**。

請注意，景順的互動話音服務目前是不支援部分提取權益。成員需要向熱線中心代表發出部分提取權益指示。此外，以書面形式提出的部分提取權益指示也是不會被接納的。

**問題 5：部分提取權益是否會收取手續費呢？**

答：計劃管理人會就每次部分提取權益收取港幣 300 元的手續費。手續費將直接從贖回所得款項中扣除，然後存入成員的指定銀行帳戶。

請注意，如果閣下的帳戶餘額少於港幣 300 元，在扣除手續費後，您將不會獲發任何權益。

**問題 6：我可以從我的醫管局公積金計劃帳戶中提取多少權益？有沒有任何限制？**

答：您可以從帳戶中提取任何的金額，但必須是帳戶結餘總額的 10% 或其倍數。請注意，計劃管理人會就每次部分提取權益收取港幣 300 元的手續費。

**問題 7：我是否可以修改或取消已提交的部分提取權益指示？**

答：您可以隨時在每月指令截止日期之前修改或取消已提交的部分提取權益指示。



**問題 8：如果我在帳戶中持有多個基金選擇，我可否指定贖回那一隻基金及其提取百分比呢？**

答：您只可以選擇帳戶結餘總額中的“部分提取權益百分比”。如果您持有一個以上的基金選擇，您持有的所有基金將會按同樣的部分提取權益百分比贖回。

**問題 9：我快將離開醫管局並已選擇延長成員資格，何時可以開始提取部分權益？**

答：這視乎您在醫管局的最後受僱日期，計劃管理人需要至少兩個月的時間來計算累算權益的最終結餘，開立延長成員帳戶並啟動部分提取權益功能。例如，如果您的最後受僱日期是 2020 年 6 月 30 日，計劃管理人一般可以在 2020 年 8 月 31 日或之前完成開立您的延長成員帳戶。您即可以在 2020 年 9 月 1 日或之後隨時提交部分提取權益申請。計劃管理人將會在成功開立延長成員帳戶後，向您發送歡迎信和成員證書以作確認。

**問題 10：從申請到收到部分提取權益需要多少時間？**

答：有關權益會在基金贖回後 30 天內支付，或在提交部分提取權益指示起計大約兩個月收到。例如，如果您在 2020 年 6 月 23 日下午 5 點前提交部分提取權益指示，基金單位將於該月最後一個工作日出售（即 2020 年 6 月 30 日），並於 2020 年 7 月 24 日收到有關權益（即基金贖回後的 30 天內）。

**問題 11：我是現有醫管局公積金計劃延長成員。如何申請部分提取權益的新功能？**

答：對於所有在 2020 年 5 月 31 日或之前已成功申請延長成員資格的現有延長成員，是不須要額外申請部分提取權益功能。但是由於部分提取權益指示必須獲得「一次性密碼」以作認證和完成有關交易，除非您已向計劃管理人登記手提電話號碼，否則系統將不會自動為您加入此項新功能。閣下如希望使用部分提取權益功能，您必須填寫在 2020 年 5 月下旬發送給您的「更改延長成員資料表格」（「表格」）以完成啟動程序。您亦隨時可以從景順積金網站下載此表格。除提供手提電話號碼以作啟動部分提取權益功能外，我們亦強烈建議您向我們提供最新住址/郵寄地址和銀行帳戶資料。計劃管理人會在收到閣下填妥並簽署的表格後的三個工作日內開啟您的部分提取權益功能。計劃管理人亦會在此功能啟動後向閣下發送歡迎信以作通知。

**問題 12：我可以在同一有效月份進行基金轉換和部分提取權益嗎？**

答：可以。請注意，我們會先處理閣下的部分提取權益指令，然後才執行基金轉換指示。

**問題 13：我可以在同一有效月份進行基金轉換和提取全部權益嗎？**

答：由於計劃的基金價格是沒有買賣差價（即基金的賣出價格等於其買入價），所有基金價格和基金估值在基金轉換指示前後均保持不變。因此，如果您在同一個有效月份

同時提交了基金轉換和提取全部權益指示，我們是不會執行您的基金轉換指令。我們只會贖回您帳戶中所有的基金單位。

**問題 14：我可否連續兩個月進行基金轉換和/或部分提取權益？**

答：這須視乎個別情況及提交有關指示的月份。當第一個月的指示完成並於系統上更新後，您方可提交第二個月的新指示。

由於計劃管理人需要在第二個月的 15 號的基金價格發行日後的 3 到 5 個營業日內處理第一個月的基金轉換和/或部分提取權益指示，因此可能只有幾天甚至完全沒有時間讓您輸入連續第二個月部分提取權益新的指示。有關詳情，請參考以下兩個示例。

[示例 1] 假設計劃管理人需要 3 個營業日來完成第一個月的基金轉換和/或部分提取權益指示，那麼連續第二個月可作出新指示的期限如下（僅供參考）：

連續第二個月			
	2020 年 7 月	2020 年 9 月	2021 年 5 月
估計獲得上月基金價格的日期 (T)	2020 年 7 月 15 日	2020 年 9 月 15 日	2021 年 5 月 14 日
T 後的三個營業日 (T+3)	2020 年 7 月 20 日	2020 年 9 月 18 日	2021 年 5 月 20 日
截收指示日期 <sup>^</sup>	2020 年 7 月 23 日	2020 年 9 月 23 日	2021 年 5 月 24 日
連續第二個月作出轉換指示的期限 (僅供參考)	由 2020 年 7 月 21 日 至 2020 年 7 月 23 日下午 5 時	由 2020 年 9 月 19 日 至 2020 年 9 月 23 日下午 5 時	由 2021 年 5 月 21 日 至 2021 年 5 月 24 日下午 5 時
	↓	↓	↓
	3 天	5 天	4 天

<sup>^</sup> 若某月份的 23 日為非營業日，則該月的截收指示日期將順延至緊接 23 日之後的下一個營業日。

[示例 2] 假設計劃管理人需要 5 個營業日來完成第一個月的基金轉換和/或部分提取權益指示，那麼連續第二個月可作出新指示的期限如下（僅供參考）：

連續第二個月			
	2020 年 7 月	2020 年 9 月	2021 年 5 月
估計獲得上月基金價格的日期 (T)	2020 年 7 月 15 日	2020 年 9 月 15 日	2021 年 5 月 14 日
T 後的五個營業日 (T+5)	2020 年 7 月 22 日	2020 年 9 月 22 日	2021 年 5 月 24 日
截收指示日期 <sup>^</sup>	2020 年 7 月 23 日	2020 年 9 月 23 日	2021 年 5 月 24 日
連續第二個月作出轉換指示的期限 (僅供參考)	只在 2020 年 7 月 23 日下午 5 時前	只在 2020 年 9 月 23 日下午 5 時前	沒有
	↓	↓	↓
	1 天	1 天	0 天

<sup>^</sup> 若某月份的 23 日為非營業日，則該月的截收指示日期將順延至緊接 23 日之後的下一個營業日。

## 「一次性密碼」

### **問題 15：何謂「一次性密碼」？**

答：。「一次性密碼」是景順為成員提供之提取權益保安功能。當您在景順專為計劃而設的網站或成員專線進行提取權益交易時，您將透過已登記之手提電話號碼獲得 6 個位數字的「一次性密碼」短訊並需要輸入該密碼以認證交易。

### **問題 16：為何需要使用「一次性密碼」？這有何好處？**

答：「一次性密碼」提供額外的密碼認證保障，以防網上詐騙。當您在景順專為計劃而設的網站或成員專線進行提取權益交易時，您需要輸入「一次性密碼」以認證交易。

### **問題 17：如何提供或更新手提電話號碼？**

答：您可以透過填寫從景順積金網站下載的「更改延長成員資料表格」，向計劃管理人提供或更新手提電話號碼。

### **問題 18：是否所有網上交易都需要輸入「一次性密碼」為交易認證？**

答：不是。只有提取權益的交易才需要輸入「一次性密碼」以認證交易。您仍然可以在不需要「一次性密碼」認證的情況下繼續查詢帳戶或進行基金轉換。

### **問題 19：「一次性密碼」會否失效？**

答：「一次性密碼」將於發出後 15 分鐘後失效。如您未能在「一次性密碼」失效前認證及完成提取權益交易，您可於交易之網頁上按「重發驗證碼」連結以接收另一個有效之「一次性密碼」到您已登記的手提電話號碼，並重新輸入以完成交易。

### **問題 20：.如我身處海外，能否接收「一次性密碼」？**

答：如您身處海外或正使用外地網絡供應商服務，有可能無法接收國際短訊。請向您的電訊服務供應商查詢詳情。

### **問題 21：如果我遺失手提電話，應該如何處理？**

答：您應立即向您的電訊服務供應商要求暫停您的流動通訊服務。當您從電訊服務供應商獲得新的手提電話號碼時，請謹記盡快向我們更新紀錄。

### **問題 22：我已向計劃管理人更新了手提電話號碼，請問何時可以更新紀錄？以及何時可以開始提取權益服務？**

答：計劃管理人在收到閣下填妥的「更改延長成員資料表格」後的三個工作日內會更新紀錄。紀錄更新後，您可以作出提取權益指示。