



## How to Enquire about Your “Unclaimed Benefits”?

Imagine winning the lottery but missing out on the prize because you didn't know your ticket was the winner. It turns out that this is not an uncommon blunder among lottery winners. According to data from the Hong Kong Jockey Club's 2015/16 annual report, the amount of Mark Six prizes not collected by winners in that financial year alone totalled HK\$108 million. Oddly enough, there is a similar situation in the realm of MPF in the form of “unclaimed benefits”.

### Cause: Trustees failed to get in touch with members

In the circumstances detailed below, the MPF benefits of scheme members will be classified as “unclaimed benefits”:

1. A member has reached the age of 65 but has not applied for the withdrawal of accrued benefits from the trustee, and the trustee fails to locate the member by various means.
2. A member requests to withdraw the accrued benefits. However, the cheque sent to the member by the trustee remains outstanding after six months from the issue date. Also, the trustee cannot get in touch with the member by various means.

Simply speaking, unclaimed benefits arise when a scheme member has accrued benefits deposited with a trustee, but the trustee cannot get in touch with the member. In this case, the accrued benefits in the member's account will be categorised as unclaimed benefits.

### Keep your contact details updated to protect your interests

You are probably familiar with the hassle of moving – every

time you move into a new home, there are dozens of billing addresses that need to be changed. Inevitably, you might forget to inform some parties of your move. If a member has only provided his/her mailing address to the trustee, and has forgotten to update their address after moving, then the trustee would lose the only communication channel with the member. To avoid this situation, members should provide their trustees with more than one contact method, such as mobile phone number and email address.

### Make a free enquiry to MPFA if needed

The MPFA has an Unclaimed Benefits Register for the public to check for free. Enquiries can be made to the MPFA by three categories of people, including 1) scheme members, 2) persons authorised by scheme members, and 3) personal representatives or persons entitled in priority to the administration of the estate of a deceased scheme member. To make an enquiry, eligible people can fill in the relevant form (see table 1) and bring along their proof of identity (such as HKID card) to apply to the MPFA in person, or they can mail or fax the application form and relevant copies of their identity proof to the MPFA. The MPFA will then send out the result of the enquiry by post. If the scheme member has unclaimed benefits, the Register will notify the member of the name and contact details of the relevant trustee so the member can follow up.

Members are advised to manage their MPF investments properly and consolidate their accounts to minimise the number of accounts. If in doubt, exercise your right to enquire. ■

**Table 1: Three groups of people who can enquire about unclaimed benefits in the MPFA**

Enquirer	Relevant Form
Scheme member	UB-SM
Authorised Person	UB-AP
Personal representative or person entitled in priority to the administration of the estate of a deceased scheme member	UB-PR

MPFA's Mailing Address and Fax Number

Address: Liaison Unit, MPFA, Room 1201-1207, Nan Fung Tower, 88 Connaught Road Central, Sheung Wan

Fax: 3146 7367