

FAQ on General Administration

1. Question: How can I obtain information about my personal account?

After you enrol in the Scheme, HSBC will send you a letter containing your Personal Identification Number ("PIN"). You can use your PIN to manage your member account via the member service channels provided by Invesco as follows:

- (i) INVESCall Member Hotline for HA employees (3191 8088)
 - Member Services Call Centre (from 9:00 a.m. – 6:00 p.m. on Monday to Friday, and 9:00 a.m. – 1:00 p.m. on Saturday).
 - 24-hour Interactive Voice Response System ("IVRS")
- (ii) INVESNet (www.hapfs.invesco.com.hk)
(Please enter "8088" as both login ID & Password in order to gain access to the HA's dedicated site.)

2. Question: How can I obtain more information about the Scheme?

You can always obtain the latest information of the Scheme through the following channels:

- (i) HAHR Intranet (<http://hapfs.home/index.aspx>) or HAHR App
The HAHR intranet / HAHR app provides the latest information or update on the Scheme such as fund price, performance, announcement, annual report and so on.
- (ii) INVESNet
This dedicated website provides basic investment education, Scheme information such as fund price and performance and members' account balances.
- (iii) Member forums
Annual member forums and near-normal retirement forums are held each year to explain to you the investment choices, fund performance and member services that are available. The forums also provide an opportunity for you to raise any concerns or questions regarding the Scheme.
- (iv) HAPFS Staff Representatives Committee (SRC)
The SRC is a channel for staff communication and consultation in relation to the Scheme. Please visit HAHR Intranet for a list of staff representatives in your constituency.
- (v) Pension InfoCentre
The InfoCentre is set up at different hospitals for the purpose of answering pension related enquiries. Detailed schedule is available on HAHR intranet, HAHR App and INVESNet.

3. Question: What should I do if I forget my Personal Identification Number (“PIN”) or my account is blocked?

Answer: If you forget the PIN or your account is blocked, you can directly contact Invesco’s hotline at (852) 3191 8088 for assistance. Invesco will pass your PIN regeneration request on to HSBC, who will then generate and send you a new PIN within 5 business days. Please note that this arrangement also applies to extended members.

一般行政事務常見問題

問題 1: 請問我如何獲取有關個人賬戶的資料?

答：當您參與本計劃後，匯豐會向您發出成員密碼函件。您可使用這密碼，透過下列景順為您提供的成員服務渠道，管理您的成員帳戶。

- (i) 景順積金熱 - 醫管局僱員專線 (3191 8088)
 - 成員電話服務中心（服務時間為星期一至星期五上午九時至下午六時，以及星期六上午九時至下午一時）
 - 24 小時互動話音服務
- (ii) 景順積金網 (www.hapfs.invesco.com.hk)
(請以“8088”作為登入號碼及密碼，您便可以登入專為醫管局僱員而設的網站)

問題 2: 請問我如何獲取有關計劃的信息?

答：您可以隨時透過以下的途徑獲得計劃的最新資訊：

- (i) 醫管局內聯網 (<http://hapfs.home/index.aspx>) 或 HAHR 手機應用程式
醫管局內聯網或 HAHR 手機應用程式為您提供計劃的最新資訊，其中包括：基金價格，表現，公告，年報等等。
- (ii) 景順積金網
專為計劃而設的網站以提供基本投資教育和計劃資訊，例如基金價格及表現，及成員帳戶結餘。
- (iii) 成員講座
計劃每年均舉行成員講座及臨近退休成員講座，向您解釋所提供的投資選擇、基金表現及成員服務。您亦可於講座上就計劃提出意見或作出提問。
- (iv) 醫管局公積金計劃職員代表委員會
職員代表委員會是計劃與成員進行溝通和諮詢的重要渠道。如果您希望聯絡所屬組別的醫管局公積金計劃職員代表，請登入醫管局人力資源內聯網。

公積金資訊站

- (v) 在不同醫院設立「公積金資訊站」的目標是為成員解答有關於醫管局公積金的查詢。成員可以透過醫管局內聯網，HAHR 手機應用程式和景順積金網獲取詳細的時間表。

問題 3: 如果我忘記私人密碼 (“PIN”) 或帳戶被鎖，我應該怎麼辦?

答：如果您忘記了私人密碼或帳戶被鎖，請致電景順積金熱線—醫管局僱員專線(852)3191 8088。計劃管理人收到景順發出重置私人密碼的要求後，將在五個工作日內派發新密碼給您。請注意，此項安排同樣適用於延長成員資格的成員。