

## FAQ - Change of Administrator (the “Change”)

### 1. What is the Change about?

A: The administrator of AIA MPF – Prime Value Choice will be changed from AIA Pension and Trustee Co. Ltd. to AIA International Limited (Hong Kong Branch). The administrator of AIA Retirement Fund Scheme will be changed from AIA Company (Trustee) Limited to AIA International Limited (Hong Kong Branch) (“AIAHK”).

### 2. What is the reason for the Change?

A: This is as a result of the internal restructuring of the AIA group of companies, so that the schemes can take advantage of the strong IT and operational support and manpower resources of AIAHK; thus, enhancing operation efficiency, customer centricity and synergy.

### 3. When will the Change be effective?

A: The Change will be effective from 1 October 2018.

### 4. Will the Change impact the schemes in terms of the operational and customer service quality?

A: The Change **will not have any impact on the schemes or the interests of the scheme members in terms of its operations and scheme administration**. The same team of staff will continue to handle the administration processes and there will be no disruption to the operation of the schemes and services currently provided to employers and members.

The Employer Hotline, Member Hotline, customer service center location and mailing address shall remain unchanged.

### 5. Will the cost associated with the Change be borne by the schemes or the members?

A: All costs and expenses associated with the Change **will be borne by the Trustee and/or the Administrator**, and not by the schemes or the Members.

### 6. Do we need to do anything to effect the Change (ORSO clients in particular)?

A: No. The Change was approved by the MPFA.

### 7. (For employers) Do we need to inform our staff of the Change?

A: For ORSO clients: Yes. Please disseminate the notice to your members.  
For MPF clients: No. A separate notice was sent directly to the member, informing them about the Change.