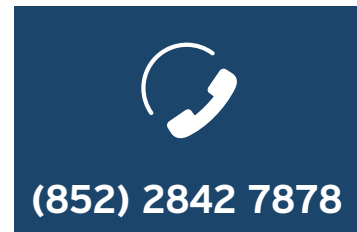
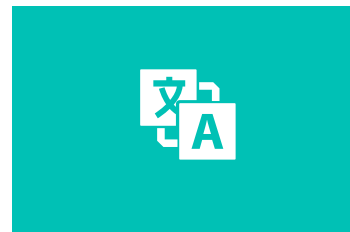


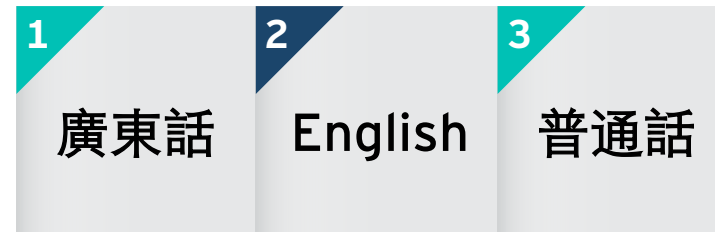
## Step 1 - dial, select language and enter PIN



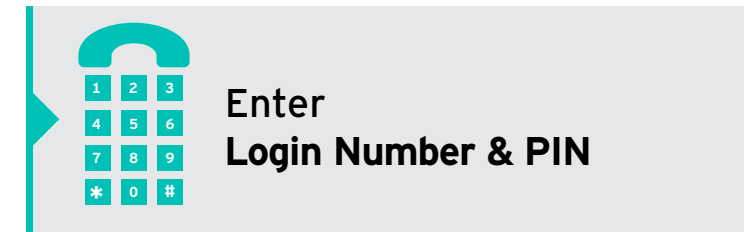
Dial to our 24-hour Interactive Voice Response System



Select Language



Choose your preferred language by pressing 1 (**Cantonese**) 2 (**English**) or 3 (**Putonghua**)



After hearing your account balance, you may access the **options** listed below at anytime.

## Step 2 - choose your option

### Fund Price

|  |                |       |
|--|----------------|-------|
|  | By Phone Press | 1 1 2 |
|  | By Fax Press   | 1 1 1 |

### Fund Factsheet

|  |              |       |
|--|--------------|-------|
|  | By Fax Press | 1 2 1 |
|--|--------------|-------|

### Transaction History

|  |       |     |
|--|-------|-----|
|  | Press | 2 5 |
|--|-------|-----|

### MPF Form Request (MPF scheme only)

|  |       |   |
|--|-------|---|
|  | Press | 6 |
|--|-------|---|

### Account Balance by Fund

|  |  |       |
|--|--|-------|
|  | Press                                    | 2 1   |
|  | To switch holdings to another fund press | 2 1 1 |

### Investment Mandate Information

|  |                |       |
|--|----------------|-------|
|  | Press          | 2 3   |
|  | Mandate Change | 2 3 1 |

### Vested Benefits Enquiry

|  |       |   |
|--|-------|---|
|  | Press | 3 |
|--|-------|---|

### Transfer to Member Services Executive

|  |       |   |
|--|-------|---|
|  | Press | 0 |
|--|-------|---|

### Account Balance by Source E.g. member contribution

|  |  |       |
|--|--|-------|
|  | Press                                    | 2 2   |
|  | To switch holdings to another fund press | 2 2 1 |

### Contribution Rate Information

|  |       |     |
|--|-------|-----|
|  | Press | 2 4 |
|--|-------|-----|

### PIN Change

|  |       |     |
|--|-------|-----|
|  | Press | 5 1 |
|--|-------|-----|