

Handbook for Mandatory Provident Fund Schemes Examination/ MPF Intermediaries Examination

1. Introduction

- 1.1 The Mandatory Provident Fund Schemes has been implemented in Hong Kong since 1 December 2000. All Mandatory Provident Fund (MPF) intermediaries are required by the Mandatory Provident Fund Schemes Authority (MPFA) to pass an MPF examination recognized by the MPFA.
- 1.2 The Mandatory Provident Fund Schemes Examination (MPF Schemes Examination) under the Insurance Intermediaries Quality Assurance Scheme conducted by the Institute of Professional Education And Knowledge Examination Centre (PEAK Examination Centre) of the Vocational Training Council (VTC) and the MPF Intermediaries Examination conducted by the Hong Kong Securities Institute (HKSI) have been recognized by the MPFA for the purpose of enabling candidates to meet the examination requirement for being an MPF intermediary.
- 1.3 This Handbook aims to inform candidates the requirements and enrolment procedures of the examination. To assist candidates in preparing for the examination, its format, structure and assessment are also described in details.

2. Examination

2.1 Syllabus

Syllabus of the examination is at Appendix I.

2.2 Format of Examination

- 2.2.1 Each examination lasts for 2 hours and consists of 80 multiple-choice questions.
- 2.2.2 Each examination paper is presented in both English and Chinese.
- 2.2.3 All examination questions are compulsory.
- 2.2.4 Candidates may attempt the examination using either Pencil-and-Paper Mode or Computer Screen Mode Examination (CSME) run by the PEAK Examination Centre. Candidates choosing CSME are advised to familiarize with the examination format and operations. A “System Demonstration – Online Tutorial” is now available on the website of the PEAK Examination Centre (<http://www.vtc.edu.hk/cpdc>). VTC will not be responsible for any disputes and consequences resulting from the commands incorrectly inputted by the candidates.

HKSI only provides Pencil-and-Paper Mode Examination.

2.3 Grading and Results

2.3.1 Examination results are graded as follows: -

- (i) PASS
- (ii) FAIL

The exact score will not be disclosed.

2.3.2 Candidates who are not able to attend the examination for whatever reason are regarded as "ABSENT" (including those candidates who are late for 15 minutes or more after the start time of the examination). Absentees will not be re-scheduled to another examination session and the fees paid are not refundable.

2.4 Assessment

To pass the examination, candidates are required to attain a minimum score of **70%**.

3. Application

3.1 Timetable

- 3.1.1 The examination is being held regularly.
- 3.1.2 The frequency of examination is flexible and subject to demand.
- 3.1.3 Examination timetables will be promulgated well in advance of the dates of examination through the monthly Information Sheets issued by the PEAK Examination Centre and Examination Timetable issued by HKSI.

3.2 Entries

- 3.2.1 The examination is open to public and there is no prerequisite requirement for enrolment.
- 3.2.2 Applicants should submit their enrolment forms to the examination body concerned on or before the deadline for enrolment. Late submission will **NOT** be accepted.
- 3.2.3 Candidates may not register for more than one session of the examination (Pencil and Paper Mode) in a month.

3.3 Enrolment Form

- 3.3.1 Each candidate can obtain a complete set of enrolment package consisting of an enrolment form, an Examination Handbook, a copy of Notes on Personal Information Collection in connection with the Mandatory Provident Fund Schemes Examination/MPF Intermediaries Examination, and an Information Sheet/Examination Timetable at the examination body concerned. When the enrolment procedure is completed, the candidate will get an Admission Form for the examination.

3.3.2 The enrolment package can be obtained in person during office hours or by post (with a self-addressed and \$3.5 stamp affixed 7" x 10" envelope enclosed) at the following addresses: -

(a) PEAK Examination Centre
Vocational Training Council
M/F, Vocational Training Council Tower
27 Wood Road
Wanchai
Hong Kong

(b) Hong Kong Securities Institute
Room 2403-08, 24/F
Wing On Centre
111 Connaught Road Central
Hong Kong

3.3.3 Please mark "Request for MPF Schemes Examination/MPF Intermediaries Examination Enrolment Form" on the envelope when making a request by post.

3.3.4 Enrolment form can also be downloaded from the websites of the PEAK Examination Centre and Hong Kong Securities Institute which are <http://www.vtc.edu.hk/cpdc> and <http://www.hksi.org> respectively.

4. Registration Procedures

4.1 The completed enrolment form can be submitted to the examination body concerned by post. The addresses of the two examination bodies are stated in paragraph 3.3.2.

PEAK Examination Centre of Vocational Training Council

4.2 Registration by post

4.2.1 Registration by post closes **10 full working days** before the date of examination.

4.2.2 Candidate should also enclose a crossed cheque or a cashier's order for the proper amount of examination fee payable to "Vocational Training Council" (HK\$200 for Pencil-and-Paper Mode Examination or HK\$250 for Computer Screen Mode Examination).

4.2.3 Please mark "MPF Schemes Examination" on the envelope when sending the enrolment form by post.

4.2.4 Cash must not be enclosed with the enrolment form.

4.2.5 VTC shall not be responsible for any loss of enrolment forms, cheques and cashier orders sent by post.

4.2.6 To safeguard against any possible loss or delay in mail, applicants are advised to send in their enrolment forms by post in good time.

4.3 **Registration in person or by a representative**

- 4.3.1 Registration in person or by a representative ends **2 full working days** before the date of examination. For example, if a candidate wants to sit for an examination held on Monday, 21 August 2006, he/she should submit the completed enrolment form in person or by a representative to the PEAK Examination Centre on or before Wednesday, 16 August 2006.
- 4.3.2 Walk-in enrolment for CSME is allowed provided that seats are still available in the respective session. Walk-in enrolment ends one hour before the commencement of the examination (within office hours of the Examination Centre) that the candidates concerned desire to attend.
- 4.3.3 Candidates may also pay the examination fee at PEAK Examination Centre by cash, EPS or credit card (Visa or Master Card). Payment should be settled upon submission of enrolment form.

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- 4.4 Applicants should submit the completed enrolment forms, together with the appropriate examination fees (HK\$200), in person or by mail to the HKSI at least **5 full working days** prior to the date of examination. For example, if a candidate wants to sit for an examination held on Saturday, 26 August 2006, he/she should submit the completed enrolment form in person or by mail to HKSI on or before Monday, 21 August 2006.
- 4.5 Candidates may pay the examination fees by cash, bank deposit or credit card (VISA or Master Card).
- 4.6 Cash must not be sent by mail.
- 4.7 Examination fee can be deposited, in cash, into the Hang Seng Bank (Account No.: 207-002288-668 / Account Name: Hong Kong Securities Institute). Where payment is made via bank deposit, the original copy of the deposit form must be attached to the enrolment form.
- 4.8 Applicants applying by mail are reminded to allow sufficient time for mailing. No fax or email applications will be accepted. Applications received by the HKSI after the enrolment deadline will NOT be accepted.
- 4.9 The HKSI will ONLY process enrolment forms that it has actually received, and under NO circumstances shall the HKSI be responsible for any loss of enrolment forms and/or payment details sent by mail.

5. Payment of Examination Fee

- 5.1 The examination fee for each sitting of the Pencil-and-Paper Mode Examination is HK\$200 and CSME is HK\$250.
- 5.2 Payment cannot be made through Automated Teller Machine.

- 5.3 Entry to the examination will be invalidated if a candidate fails to comply with the above mentioned payment procedure.
- 5.4 Fees paid are **not refundable or transferable** except where the candidates cannot be arranged to sit for one of their chosen examination sessions.
- 5.5 Fees may be subject to revision as required.

6. Admission Form

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- 6.1 Candidates who register by post will normally receive by mail an Admission Form at least **3 full working days** before the date of the examination concerned. If not, they should contact the PEAK Examination Centre to check if this has been misposted and should register in person or by a representative, if necessary, at least **2 full working days** before the date of examination. Candidates who register in person or by a representative will be issued an Admission Form about 15 minutes upon the acceptance of the enrolments. Candidates should check the information printed on the Admission Form and must notify the PEAK Examination Centre of any necessary amendments before leaving the counter. On some occasions, the Admission Form may be distributed at the examination centre by the invigilator on the day of the examination concerned. Candidates should notify the PEAK Examination Centre during the examination of any necessary amendments, if errors are found in the Admission Form.

Note: For CSME, amendments must be made at least **one hour** before the examination, if errors are found in the Admission Form. Otherwise, candidates will **not** be able to log in the examination system and time will be wasted. **No** extra time will be given for this situation.

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- 6.2 Candidates who register by post, in person or by a representative will normally receive by mail an Admission Form **3 full working days** before the date of the examination. If not, they should contact the HKSI to check if this has been misposted and should register in person or by a representative, if necessary, at least **2 full working days** before the date of examination. On some occasions, the Admission Forms may be distributed at the examination centre by the invigilator on the day of the examination. Candidates should notify the HKSI immediately of any necessary amendments if errors are found in the Admission Forms.

The Admission Form contains the information such as the Examination Number/Code, Candidate Number, examination date, time, venue, candidate's name and Hong Kong Identity Card/Passport number.

7. Choice of Examination Session

- 7.1 Candidates may have three choices of examination sessions in order of priority by specifying the respective Examination Numbers/Codes in the enrolment forms.

- 7.2 Dates and times of the examination sessions are detailed in the Information Sheet/Examination Timetable.
- 7.3 Nevertheless, subject to the agreement of candidates, they will be arranged to sit for an examination session which differs from their original chosen examination sessions if the latter are already full. The PEAK Examination Centre/HKSI reserves the right to allocate candidates to designated examination sessions.
- 7.4 Once the enrolment is accepted, any requests for re-scheduling and/or cancellation will not be entertained.

8. Computer or System Breakdown

For CSME, candidates' results will be invalid if there is a technical breakdown caused by whatever reason during the examination. The PEAK Examination Centre will try to fix the problems but delay may inevitably arise. If the technical problems cannot be fixed within reasonable time, the PEAK Examination Centre will arrange the candidates concerned to take a rescheduled examination as soon as possible. Candidates cannot object to the arrangements and any requests for cancellation and/or refunds will not be entertained. The VTC will not be liable for the candidates' losses resulting from the system breakdowns.

9. Examination Regulations

Candidates should read carefully the Regulations of the Examination at Appendix II. Failure to observe any of these regulations will result in disqualification from the examination.

10. Disqualification

- 10.1 If a candidate is found cheating in the sitting of the examination, he/she may be disqualified from registration with the MPFA and taking the examination for 3 years. The PEAK Examination Centre/HKSI would report to the MPFA any cheating in respect of the examination.
- 10.2 Candidates who deliberately attempt to, or intend to, disrupt the system operations, destroy/alter the computer facilities and/or tamper with the computers will be disqualified immediately (examination fee will not be refunded) and are required to indemnify VTC for the losses. The PEAK Examination Centre would also report the incident to the organisations as mentioned in 10.1 and the Hong Kong Police, and/or any law enforcement bodies, if necessary.

11. Identification Requirements

PEAK Examination Centre of Vocational Training Council

- 11.1 Candidates are required to bring with them their valid Hong Kong Identity Cards or Passports and Admission Forms to the examination venue for identification checking throughout the examination. Those who fail to produce such

identification documents or whose identities cannot be satisfactorily verified will not be permitted to sit for the examination.

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- 11.2 On the examination date, each candidate **MUST** bring the original copy of his/her Admission Form and his/her original identity document, i.e. valid Hong Kong Identity Card or passport. The number of the identity document must be identical to the one indicated on the Admission Form. Anyone failing to produce the above documents will not be permitted to sit for the examination.

12. Distribution of Results

- 12.1 For candidates attending Pencil-and-Paper Mode Examination:

12.1.1 Notifications of examination results will be sent to candidates by post within **7 full working days** after the date of examination. Candidates can make enquiries to the examination body concerned by phone or in person if they do not receive the notifications **10 full working days** after the date of examination. By virtue of confidentiality, under no circumstances will the examination results be disclosed to candidates by telephone, fax or email.

12.1.2 For examinations conducted by the PEAK Examination Centre, in order to allow candidates to check their results sooner, an enquiry system has been established. Candidates can have access to their individual results via the website of the PEAK Examination Centre at <http://www.vtc.edu.hk/cpdc>.

Any use of the personal data in this system for purposes other than the above-mentioned purpose requires the prior consent given voluntarily by the individuals who are the subjects of the data (i.e. candidates) pursuant to Data Protection Principle 3 in Schedule 1 of the Personal Data (Privacy) Ordinance.

Candidates may log in to the system to check their results starting from the 7th full working day after the examination. The examination results will exist in the system for **3 months** since the respective date of examinations.

Candidates who are unwilling to have their results available in the system may inform the PEAK Examination Centre in writing not later than **3 full working days after the date of examination**. Candidates have to provide their name, Hong Kong Identity Card or Passport number, date of examination, name of paper and contact telephone number. Letters can be sent to The Institute of Professional Education And Knowledge Examination Centre, M/F, VTC Tower, 27 Wood Road, Wanchai, Hong Kong (postmark will be referred to) or faxed to 2574 0213. Late notifications will not be entertained.

Enquiries may be directed to the PEAK Examination Centre at 2919 1468 or 2919 1478 during office hours.

- 12.2 For candidates attending Computer Screen Mode Examination:

- 12.2.1 The examination results will be shown on the computer screen immediately after the completion of the examination. Candidates must inform the invigilators before they submit the answers. The invigilators will confirm the result with the candidates and guide them to print the Notification of Results. The results will also be recorded for candidates' confirmation and signature.
- 12.2.2 Candidates may print the result at the examination venue and then collect the Notification of Result from the invigilators.
- 12.3 List of candidates who passed the examination (including Hong Kong Identity Card number or Passport number) may be sent to MPFA, Office of the Commissioner of Insurance, Securities and Futures Commission, Hong Kong Monetary Authority, Insurance Agents Registration Board, The Hong Kong Confederation of Insurance Brokers and Professional Insurance Brokers Association for reference.
- 12.4 Re-issue of the Notification of Results

PEAK Examination Centre of Vocational Training Council

- 12.4.1 Candidates may request a re-issued copy of the Notification of Result in writing together with a copy of the Hong Kong Identity Card to the PEAK Examination Centre within two years from the date of the examination.

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- 12.4.2 The Notification of Results will be issued ONCE only by the HKSI and will NOT be re-issued. However, candidates who have lost or damaged their Notification of Results may apply for a Statement of Results by submitting a written request to the HKSI within 6 years of the date of the relevant examination. The HKSI charges a handling fee of HK\$200 (per copy) for issuing the Statement of Results. Hong Kong dollar payment can be deposited, in cash, into the Hang Seng Bank (Account No.: 207-002288-668 / Account Name: Hong Kong Securities Institute), or be paid by cash at the HKSI office. Where payment is made via bank deposit, the original copy of the deposit form and the damaged Notification of Results, if any, must be attached to the written request.

Note: To avoid loss in the mail, candidates should notify the examination body concerned in writing IMMEDIATELY of any change in their correspondence address.

13. Re-marking of the Examination Papers

- 13.1 Candidates who are not satisfied with their examination results may, within **2 weeks** after the date of issue of the Notification of Results, request in writing to the PEAK Examination Centre or HKSI whichever held the examination concerned for the re-marking of the examination papers.
- 13.2 Candidates submitting such request would have to enclose a crossed cheque of HK\$400 payable to the examination body concerned ("Vocational Training Council" or "Hong Kong Securities Institute") as a fee for re-marking.

- 13.3 All re-marking fees are non-transferable and non-refundable. However, if the original examination result is found incorrect after the re-marking, the re-marking fee will be refunded to the candidate concerned.
- 13.4 All re-marking of examination papers will be kept confidential.
- 13.5 The result will be sent to the candidates concerned in writing within one month after receipt of the re-marking request.
- 13.6 Candidates will only be notified of the final grading (i.e. PASS or FAIL). The result of the re-marking is final. The PEAK Examination Centre or HKSI will not disclose the exact scores, the examination questions and the corresponding corrected answers.

14. Certificates

PEAK Examination Centre of Vocational Training Council

- 14.1 Candidates who pass the Examination will be awarded certificates, which can be collected by candidates in person from the PEAK Examination Centre during office hours two weeks after the examination. Certificate can also be collected by a representative provided with a duly signed authorization letter, a copy of the Notification of Result and a copy of the Hong Kong Identity Card or Passport of the candidate concerned. Alternatively, the certificate can be sent to candidates by registered mail upon candidates' written request (a photocopy of Hong Kong Identity Card or Passport enclosed) and submission of a crossed cheque of HK\$25 to the Vocational Training Council being payment for the postal expenses. With effect from 12th April, 2006 (the examination date), the valid period for collection of the certificates is two years from the date of the examination.

Note: For the examination before 12th April, 2006, the uncollected certificates were disposed of six months after the examination.

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- 14.2 Candidates who pass the examination will be awarded certificates, which can be collected by candidates in person from the HKSI during office hours 5 full working days after the issue of Notification of Results. Certificate can also be collected by a representative equipped with an authorization letter, an original copy of the Notification of Results and a copy of the Hong Kong Identity Card/Passport of the candidate concerned. Alternatively, the certificate can be sent to candidate by registered mail upon candidate's written request and submission of HK\$25 to the HKSI being payment for the postal expenses. Hong Kong dollar payment can be deposited, in cash, into the Hang Seng Bank (Account No.: 207-002288-668 / Account Name: Hong Kong Securities Institute), or be paid by cash at the HKSI office. Where payment is made via bank deposit, the original copy of the deposit form must be attached to the written request. Uncollected certificates will be disposed of six months after the examination.

15. Loss or Damage to Certificates

PEAK Examination Centre of Vocational Training Council

15.1 Candidates may request in writing for re-issuing certificate(s) which was/were lost, damaged or disposed of. The charge is HK\$200 per certificate. The application procedures are:

- (1) Write to the PEAK Examination Centre at M/F, VTC Tower, 27 Wood Road, Wanchai, Hong Kong (a photocopy of Hong Kong Identity Card or Passport and a copy of corresponding Notification of Result slip enclosed). A crossed cheque for HK\$200 payable to “Vocational Training Council” must be submitted. The candidate’s contact number should be provided.
- (2) The PEAK Examination Centre will contact the candidate to collect the certificate in person one week after the receipt of the request.
- (3) A chop “Duplicate” will appear on the certificate to indicate that it is a re-issued certificate.
- (4) The certificates will be re-issued only once.

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15.2 The certificates will be issued ONCE only by the HKSI and will NOT be re-issued. However, candidates who have lost or damaged their certificates may apply for a Statement of Results by submitting written request to the HKSI.

Write to the HKSI requesting for a Statement of Results. The HKSI charges a handling fee of HK\$200 (per copy) for issuing the Statement of Results. Hong Kong dollar payment can be deposited, in cash, into the Hang Seng Bank (Account No.: 207-002288-668 / Account Name: Hong Kong Securities Institute), or be paid by cash at the HKSI office. Where payment is made via bank deposit, the original copy of the deposit form and the damaged certificates, if any, must be attached to the written request.

16. Study Notes for Examination

The study notes for the examination can be downloaded from the websites of the PEAK Examination Centre at <http://www.vtc.edu.hk/cpdc>, the Office of the Commissioner of Insurance at <http://www.info.gov.hk/oci> or the MPFA at <http://www.mpfahk.org>. Candidates may also obtain a hard copy of the study notes at the PEAK Examination Centre of the VTC or HKSI upon payment of a copying charge of HK\$30 for the study notes.

17. Notice on Personal Data (Privacy) Ordinance

17.1 Candidates are advised to read the notice relating to the Personal Data (Privacy) Ordinance at Appendix III in understanding their rights and obligations regarding the supply of their personal data to the examination bodies and the manner in which the examination bodies may use or deal with such data for their examination applications.

