

MPFA is governed by a Management Board, which is assisted by supporting committees and advised by two statutory advisory committees, namely the MPF Schemes Advisory Committee and the MPF Industry Schemes Committee.

Supporting committees include Administration Committee, Audit and Risk Committee, Finance Committee, Guidelines Committee, Remuneration Committee, Tender Board and Working Group on MPF Reform Issues.

The Managing Director is responsible for overseeing the day-to-day operations of MPFA. Under the Managing Director, the following divisions are established to oversee, manage and implement the work of MPFA.

The eMPF Project Oversight Team, reporting to Chief Operating Officer and Executive Director, is responsible for overseeing the progress of the eMPF Platform project (Project) on the part of MPFA, and co-ordinating the work and progress of different streams formed to take forward the Project.

The Enforcement Division, reporting to Chief Operating Officer and Executive Director, is responsible for handling complaints against trustees and intermediaries, investigation of suspected breaches or non-compliance by trustees and service providers, monitoring compliance of intermediaries and handling prosecution or disciplinary action cases in respect of trustees, employers, scheme members and intermediaries.

The Supervision Division, reporting to Executive Director (Members & Supervision) and overseen by Chief Operating Officer and Executive Director, is responsible for supervising trustees with respect to scheme administration, operations, governance standards and oversight of service providers, registration and regulation of intermediaries, industry training and education for intermediaries, registration and supervision of ORSO schemes, supervision and compliance of MPF funds, approval of applications and changes in relation to MPF trustees, schemes and funds and regulatory oversight of eMPF Platform.

The Member Protection and Services Division, reporting to Executive Director (Members & Supervision) and overseen by Chief Operating Officer and Executive Director, is responsible for providing customer services including complaints and enquiries, handling personal account enquiries, collecting voices from the public, processing enrolment and withdrawal returns from trustees, handling payment notices and objections, handling complaints against employers, scheme members and self-employed persons, handling trustee reported default contribution cases, civil proceedings and criminal investigation, handling liquidation cases and inspections.

The Policy and Regulation Division, reporting to Executive Director (Policy) and overseen by Chief Corporate Affairs Officer and Executive Director, is responsible for review and development of policies and legislation for MPF and ORSO schemes, formulation and review of investment policies and regulations, review of the MPF System, development of longer term strategy for enhancing the MPF System and formulation of reform proposals, research and statistics and collaboration with international organizations on private pension.

The External Affairs Division, reporting to Chief Corporate Affairs Officer and Executive Director, is responsible for corporate communications, stakeholder relations and engagement, public education and publicity of MPF System and MPFA.

The Information Technology Division, reporting to Chief Corporate Affairs Officer and Executive Director, is responsible for developing and maintaining information application systems and providing information technology services.

The Corporate Services Division, reporting to Chief Corporate Affairs Officer and Executive Director, is responsible for corporate planning and communication, corporate affairs, general administration, financial control, treasury, human resources and organization development.

The Legal Department, reporting to Chief Corporate Affairs Officer and Executive Director, is responsible for providing legal services to other divisions and departments in the organization.

The Risk Management Unit, reporting directly to Managing Director, is responsible for risk management, internal audit and management reviews.