

Financial Dispute Resolution Centre (FDRC) **Application Form for Pilot Scheme for** **Mediation for the eMPF Platform (Pilot** **Scheme)**

Our Ref: _____
 Date Received: _____
 (For FDRC's Official Use Only)

Please put a "✓" in ☐ where appropriate. Use additional sheets of paper where required.

I. Date of Application: _____ (dd/mm/yyyy)

II. Application by: ☐ eMPF User
☐ eMPF Platform Company Limited ("eMPF Company")

III Particulars of Applicant(s)

1	Name of the eMPF Platform User ("eMPF User") (* Delete where appropriate)	*Mr/Ms/Mrs/Miss (For employee):	
		Company Name (For employer):	
		Name of the Contact Person (*Mr/Ms/Mrs/Miss):	
2	Identity Document (ID) No. (* Delete where appropriate)	*HKID/Passport/Others (Please specify) (For employee):	
		Business Registration Number (For employer):	
3	Telephone No.	<input type="checkbox"/> Home	
		<input type="checkbox"/> Office	
		<input type="checkbox"/> Mobile	
4	Email Address		
5	Correspondence Address		

**Where the eMPF User is a partnership or company, its business registration number should be provided together with details of its authorised representative.*

IV. Particulars of the Mandatory Provident Fund (“MPF”) Trustee (if applicable)

1	Name of MPF Trustee	
2	Contact Person	
3	Telephone No. of the Contact Person	
4	Address	

V. Details of the Dispute

1.	eMPF ID; or Employer MPF Account No. (for employer); or Member Account No. (for member)	
2.	Please briefly set out the dispute(s)	
3.	Amount in dispute (HK\$)	HK\$
4.	Date when the monetary loss was said to have been incurred	

VI. Actions Taken in respect of the Dispute

1	Have you lodged a complaint with eMPF Company?	<input type="checkbox"/> Yes – in writing. Date: <input type="checkbox"/> Yes – verbally. Date: Case Reference No.: <input type="checkbox"/> No <i>[Note to eMPF User: Please lodge your case with eMPF Company for resolution before submitting the application.]</i>
2	Has eMPF Company responded to your complaint in writing?	<input type="checkbox"/> Yes. Date of response: <input type="checkbox"/> No
3	Has eMPF Company offered any settlement / redress?	<input type="checkbox"/> Yes. Details of the settlement / redress: <input type="checkbox"/> No
4	Have any applications to the court been made?	<input type="checkbox"/> Yes. Court Case ref.: <i>[Please set out the current status of the court action]</i> <input type="checkbox"/> Stay of the court proceedings <input type="checkbox"/> The court action is continuing <input type="checkbox"/> Others <input type="checkbox"/> No

(A) Language Preferences

1	Written communication	<input type="checkbox"/> Chinese	<input type="checkbox"/> English	
2	Mediation	<input type="checkbox"/> Cantonese	<input type="checkbox"/> English	<input type="checkbox"/> Putonghua

(B) Application Fee

A non-refundable application fee of HK\$200 is to be paid

<input type="checkbox"/> By cash
<input type="checkbox"/> By cheque payable to “Financial Dispute Resolution Centre”
<input type="checkbox"/> By bank transfer/telegraphic transfer <i>(all bank charges are to be borne by the remitting party)</i> Account No: 848-218731-838 Name: Financial Dispute Resolution Centre Bank: The Hongkong and Shanghai Banking Corporation Ltd, 1 Queen’s Road Central, Hong Kong Swift Code: HSBC HK HHH KH <i>Please notify us once payment has been made with proof of transfer / remittance by email</i> <i>fdrc@fdrc.org.hk or by fax +852 2565 8662.</i>

VII. DECLARATION

1.	I/We consent to the FDRC to provide the information in this Application Form to eMPF Company and/or the applicant.	
2.	I/We acknowledge and understand that the application fee (HK\$200) is non-refundable and is payable irrespective of whether this application is to be proceeded with.	
3.	I/We agree to inform the FDRC of any and all legal proceedings which have been taken out on the matter(s) set out in this Application Form after this Application Form has been lodged, and if so, the details of those legal proceedings.	
4.	I/We are aware that we have the right to request access to and correction of the personal data submitted in this Application Form and for processing the dispute under the Pilot Scheme. Formal requests under the Personal Data (Privacy) Ordinance should be submitted in writing to the Data Protection Officer at the FDRC at Room 408-409, 4/F, West Wing, Justice Place, 11 Ice House Street, Central, Hong Kong. Such personal data will be retained until the end of the following calendar year after the application has been processed and been disposed of under the Pilot Scheme.	
5.	I/We confirm that the information provided in this Application Form is true, complete and accurate.	
Signature(s)		
Name		
	eMPF User	eMPF Company
	(with Company Chop, if applicable)	

Personal Data Collection Statement

The information and personal data provided are to be handled by or disclosed to the FDRC for the purpose of processing the dispute under the Pilot Scheme put out for disputes arising from and/or with eMPF Company. Additionally, the personal data may be used for research, evaluation and review by FDRC and eMPF Company on the condition that the data and information to be so used would not reveal, or likely to reveal, directly or indirectly, the identities of the individual eMPF users.

The Personal Data Statement of FDRC could be found at the website of the FDRC.