



香港存款保障委員會  
HONG KONG DEPOSIT  
PROTECTION BOARD

Our Ref: D1/10C

10 July 2020

The Chief Executive  
All Scheme members

Dear Sir/Madam,

**Compliance with the Guideline on Information Required for Determining and Paying Compensation (the IS Guideline)**

I am writing to draw your attention to the enclosed note relating to compliance with the IS Guideline issued by the Hong Kong Deposit Protection Board (the Board).

Members of the Deposit Protection Scheme (DPS) should comply with the IS Guideline. During the Board's regular monitoring exercises, cases of non-compliance are often observed in reporting depositors' particulars and contact details, which would undermine the Board's capability to make prompt payout. The Board believes that it would be helpful to share the observations, as well as the questions frequently asked by Scheme members, in the form of questions and answers (Q&A Note) providing specific guidance to Scheme members (see **Annex**).

The Board will adopt electronic payment channels, including the Faster Payment System (FPS), to further improve payout efficiency in 2021. The accuracy and performance of using the FPS to pay compensation depends on the data quality of mobile phone numbers of depositors provided by Scheme members. In view of this, the Q&A Note also elaborates the requirements and good practice regarding phone number reporting.

Scheme members should make reference to the Q&A Note and ensure their systems and procedures meet the requirements. The Board will also take it into account in conducting the compliance monitoring exercises after 1 July 2021.

The Q&A Note will be made available at the Board's website ([www.dps.org.hk/en/guidelines\\_c.html](http://www.dps.org.hk/en/guidelines_c.html)). Should you have any questions on this circular, please contact Ms Athena Tsui (2878 8057, [athena\\_tsui@dps.iclnet.hk](mailto:athena_tsui@dps.iclnet.hk)) or Mr Cary Ng (2878 1225, [cary\\_ng@dps.iclnet.hk](mailto:cary_ng@dps.iclnet.hk)).

Yours faithfully,

Daryl Ho  
Chief Executive Officer

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