

AIA MPF – Prime Value Choice

eMPF Platform
Scheme Member Webinar
eMPF Registration and Supporting channels

Version 0.4

Updated: Jun 2025

Page 1



Points to note for this seminar

1. This introduction only shows some functions of eMPF Platform
2. The platform functions and screenshots shown in this seminar are not the finalized version. The eMPF platform may make fine-tuning from time to time to optimize its functions, and the actual operating interface may have the opportunity to be adjusted.

Important Note for eMPF Registration

Members must ensure their **name, date of birth, and identity card number** match both their identity card and MPF provider records. Inconsistencies may result in the creation of **multiple eMPF Login IDs**, making account management more difficult.

If discrepancies are found, please complete the **Member Record Maintenance Form** and submit it with supporting documents to AIA by **11 August 2025**.

1

Introduction to the eMPF Platform

2

Points to note during the transition period

3

eMPF Member Portal - Functions Overview

4

eMPF Member Portal – Functions Illustration

5

Supporting channels to Members and Employers

1. Introduction to the eMPF Platform

What is the eMPF Platform?

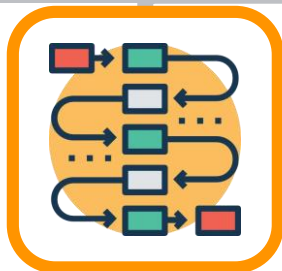


- ✓ One-stop electronic platform for MPF scheme administration
- ✓ Enabling employers and scheme members to manage their MPF faster and easier
- ✓ eMPF Company is a wholly-owned subsidiary of the MPFA for operating the eMPF Platform, as a non-profit public utility

Objective of the eMPF Platform



Standardization



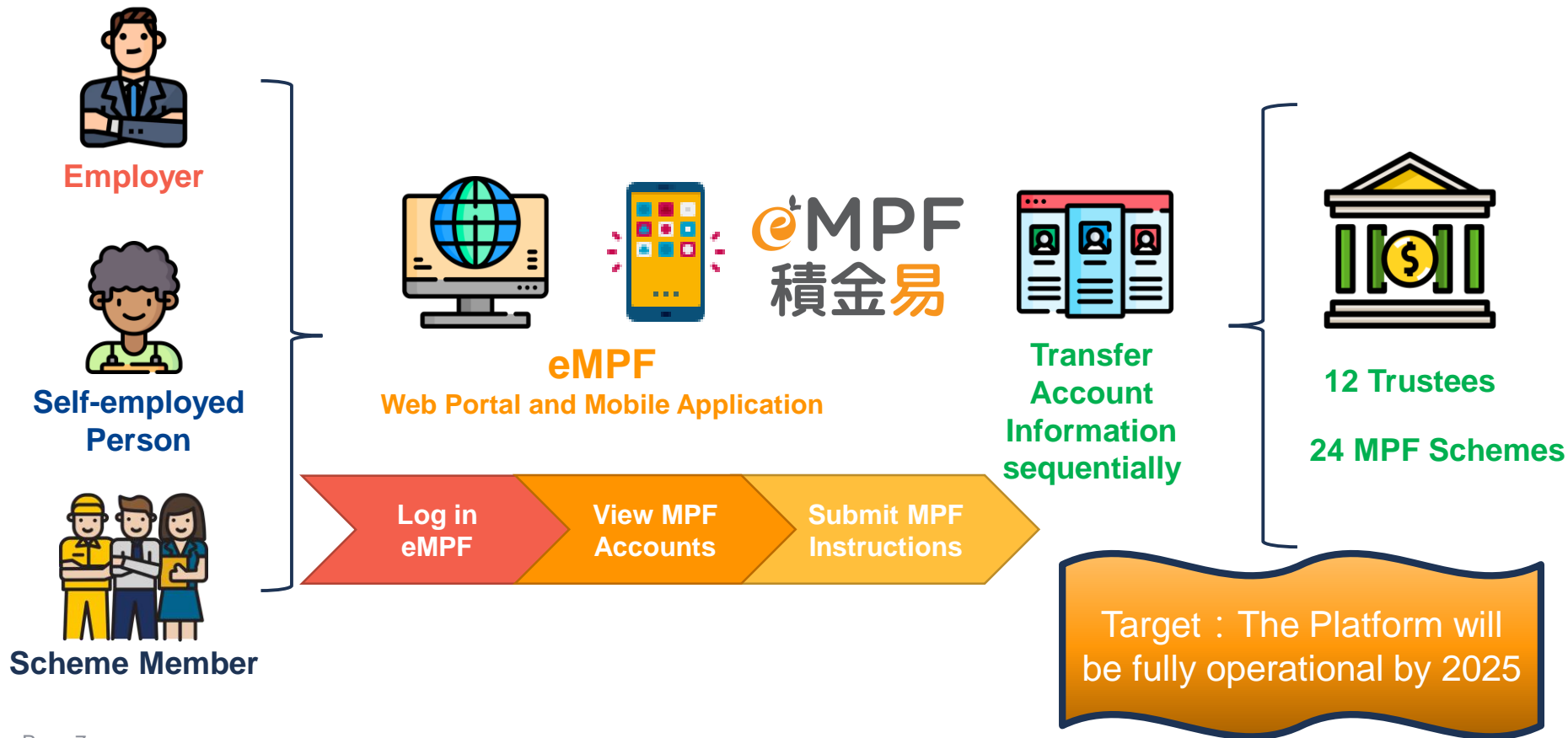
Streamlining



Automation

- ✓ Enhance user experience, operational efficiency, flexibility and reliability of the MPF system
- ✓ Create room for further fee reductions for MPF schemes
- ✓ Pave the way for future MPF System reforms

Onboard to the eMPF Platform



Timeline and Overall Progress



The current operating model of scheme members



Scheme Enrolment/
Submit MPF
instructions



Login to
trustees'
administration
system



Form
Filling



Client Provides
Copies of Supporting
Documents



Form Submission



Trustee reviews and
processes documents



Successful Enrolment
/ Scheme Transfer, etc.

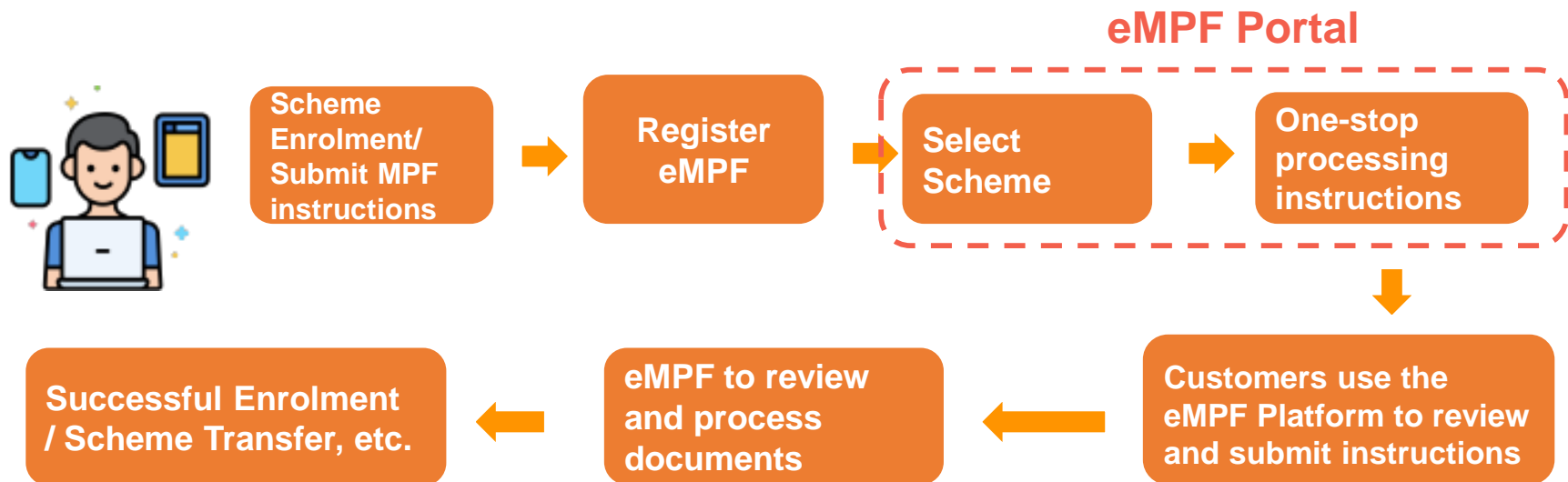


Reject

Problems faced by scheme members

- Learning different administration systems provided by trustees, or logging in different systems to view account information.
- Processing a large number of forms is also cumbersome, time-consuming, and error-prone, affecting customer user experience.





Benefits to scheme members

- Reduce human errors.
- For invalid instructions, eMPF will follow up with clients directly. Intermediaries will have great flexibility in time management and providing value-added services.

Comparison of the operating models

Current Situation	After Onboarding to eMPF
<ul style="list-style-type: none"> Submit instructions to different scheme trustees 	<ul style="list-style-type: none"> Even if there are different schemes, scheme members can submit all administration instructions through the eMPF Platform
<ul style="list-style-type: none"> Having multiple login for trustee's administration system, based on number of MPF scheme 	<ul style="list-style-type: none"> Simply register once for eMPF to review and manage your MPF accounts
<ul style="list-style-type: none"> The account balance is scattered, making it difficult to plan for retirement 	<ul style="list-style-type: none"> Gain control of your total retirement savings in one platform to enhance your retirement planning intent and efficiency

Scheme Members



- ✓ One-stop review and management of all MPF accounts under different MPF schemes
- ✓ Reduce paperwork and human error
- ✓ Change investment instructions or personal particulars online anytime, anywhere
- ✓ Reduce MPF scheme administration costs

2. Points to note during onboarding period

Dear Sir/Madam,

Embrace your new digital MPF experience – eMPF Platform has started operation

eMPF Platform Company Limited¹ (eMPF Company) and AIA Company (Trustee) Limited (AIA) invite you to embrace the new digital MPF experience through the eMPF Platform!

What's in it for me?

The eMPF Platform is a centralized electronic platform and your one-stop online hub for managing your MPF anytime anywhere through mobile app or web portal. Whether you are a scheme member, an employer or a self-employed person, the eMPF Platform will bring your MPF experience to a whole new level. The eMPF Platform will bring you benefits which include:

Scheme Members and Self-employed Persons

- For MPF accounts which **have not onboarded** the eMPF Platform:
 - View account balance and manage all accounts via a one-stop app/portal
 - Consolidate accounts and switch investment choices anytime anywhere
 - Make voluntary contributions in a breeze
 - Apply for withdrawal of MPF under different MPF schemes in one go



Employers and Self-employed Persons

- Make MPF contributions with different e-payment options
- Automate calculation of contributions
- Receive e-reminders of contribution due dates
- Reduce paper work and human errors



When can I start using the eMPF Platform?

MPF trustees and their schemes will get onboarded the eMPF Platform in sequence one by one (details @www.empf.org.hk). Information of accounts under AIA's AIA MPF - Prime Value Choice will be transferred to the eMPF Platform from the following date²:

AIA MPF - Prime Value Choice:

eMPF Onboarding Date

3 September 2025

From this date onward, information and records of your MPF account under this scheme will be transferred to the eMPF Platform. While AIA remains the trustee of the scheme, eMPF Company will utilize the eMPF Platform to perform the administration of the scheme, provide scheme administration services³ to you and handle your service instructions, including making contributions, changing investment choices, checking account balance and withdrawing MPF, etc. From then on, you can manage your MPF on the eMPF Platform and should no longer submit service instructions to AIA.

Register for eMPF

Starting from 3 July 2025, simply complete the one-time registration for eMPF to enjoy the benefits brought to you by the eMPF Platform. Please see back page for the Scheme Member eMPF Registration User Guide and Messages from Your Trustee to kick-start your new digital MPF journey! If you hold another MPF account which has got onboarded the eMPF Platform and have already registered for eMPF earlier, you do not need to register again.

Enquiries

For enquiries, please call our eMPF Customer Service Hotline at 183 2622. We look forward to serving you on the eMPF Platform.

eMPF Platform Company Limited
and AIA Company (Trustee) Limited

¹ eMPF Platform Company Limited is a wholly-owned subsidiary of the Mandatory Provident Fund Schemes Authority. It operates the eMPF Platform as a not-for-profit public utility.

² The date of onboarding the eMPF Platform is specified in a legal notice published in the Hong Kong Government Gazette. In case of subsequent adjustment, your trustee will promptly communicate with you.

³ The use of the eMPF Platform and scheme administration services are subject to the General Terms and Conditions of the eMPF Platform available at www.empf.org.hk/tnc/en.

	Item	Format
1	Letter to Employers and Members	Paper/e-channel
2	S.19Q Notice	
3	Notice to Participating Employers and Scheme Members	QR Code
4	eMPF Registration and Activation User Guide	
5	FAQs	
6	Personal Information Collection Statement (PICS)	

- AIA Company (Trustee) Limited will distribute the Communication Pack to all scheme members starting from July 2025.**
- Scheme members can start registering for the eMPF Platform website from 3 July 2025.**
- Please note the member account details will not be displayed before 3 September 2025**

Trustee onboarding date and instructions cutoff dates

Trustee	MPF Scheme	Onboarding Date	Matters and Activities that are to be conducted by the eMPF Platform	Instructions cutoff dates
AIA Company (Trustee) Limited	AIA MPF – Prime Value Choice	3 September 2025	<ul style="list-style-type: none"> processing registration of eMPF Platform for participating employers and scheme members; processing enrolment in registered schemes for participating employers and scheme members; processing MPF contributions and default contributions; processing scheme members' investment instructions (including investment instructions on new contributions and switching instructions); processing transfers of benefits within the registered scheme or between registered schemes or from occupational retirement schemes to registered schemes; processing claims and withdrawal of MPF benefits; processing the offset and refund of severance payments and long service payments to participating employers and/or scheme members/claimants; processing of changes of participating employer and scheme member particulars; giving of notices and documents to participating employers and scheme members; handling of enquiry and complaint; and following up with participating employers and scheme members on any unclear scheme administration instructions. 	*Please refer to the Communication Pack mailed out by AIA starting from July 2025

- When the AIA MPF – Prime Value Choice onboarded to the eMPF platform, **administrative services of the Scheme will be performed by the eMPF Platform** instead of AIA
- Scheme member could **manage, or submit instructions** for their Scheme member account via eMPF Platform
- After onboarding date, AIA will no longer be the scheme administrator for AIA MPF – Prime Value Choice, members are reminded to submit instruction to eMPF Platform instead of AIA



1

Take note on the confirmed onboarding date “3 September 2025”

2

Register eMPF

After receiving the communication pack, members can register eMPF according to the date started on the communication pack, while the account details will only be available on the eMPF Platform after the relevant schemes have got onboard the eMPF Platform.

3

Operational arrangements during the Scheme Onboarding

Each scheme takes 5 to 8 days to be transferred to eMPF Platform, during which the administrative instructions for the relevant MPF accounts will be suspended. On or after the onboarding date, administrative instructions for relevant MPF schemes are processed via eMPFPlatform (Web Portal/Mobile Application).

Note

Each trustee will set different cut-off dates for different MPF instructions. Employers should pay attention to the notice issued by the trustee and submit the necessary instructions before the cut-off dates.



3

Operational arrangements during the Scheme Onboarding



Each scheme takes 5 to 8 days to be transferred to eMPF Platform, during which the administrative instructions for the relevant MPF accounts will be suspended.

On or after the onboarding date, administrative instructions for relevant MPF schemes are processed via eMPF Platform (Web Portal/Mobile Application).

<u>MPF Administration Instructions[^]</u>		<u>Received by us and/or AIAHK on or before^{**}</u>
Termination (including cessation of employment, cessation of self-employment and termination of MPF account) and Redemption (including withdrawal and claim of accrued benefits) [@]		11 August 2025
Transfer-in & out	Scheme Members	11 August 2025
	Participating Employers	11 August 2025
Enrolment	Scheme Members	11 August 2025
	Participating Employers	11 August 2025
Contribution		11 August 2025
Change of details relating to Scheme Members and Employers		11 August 2025
Fund switching and change of investment mandate instructions [#]	via Paper	20 August 2025
	via website/ mobile app/ interactive voice response (IVR) System	21 August 2025, 4:00 pm

[^] Other than fund switching and change of investment mandate instructions, any instruction received by us after the relevant cut-off date as indicated above and before the Onboarding Date will be transferred to the eMPF Platform on the Onboarding Date for processing. Fund switching and change of investment mandate instructions received by us after the relevant cut-off date as indicated above and before the Onboarding Date will be rejected. Scheme Members will need to submit the fund switching and change of investment mandate instructions on the eMPF Platform again on or after the Onboarding Date.

Attention to AIA MPF – Prime Value Choice

	Item	Details	Actions
(1)	eMPF Member Registration (apply to ALL members)	<ul style="list-style-type: none"> ▪ Scheme member could register as eMPF Member in order to manage, or submit instructions for their MPF Scheme member account via eMPF Platform ▪ Once AIA MPF – Prime Value Choice onboarded, member could view their account details via eMPF Member Portal (Web/Mobile) 	<ol style="list-style-type: none"> 1. Scan the QR codes below to perform eMPF Registration <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>eMPF Web</p> </div> <div style="text-align: center;">  <p>eMPF Mobile App</p> </div> </div> 2. Visit eMPF Public Website starting from 3 July 2025 : https://www.empf.org.hk/

Attention to AIA MPF – Prime Value Choice

	Item	Details	Actions
(2)	Submit administration instructions and enquiring MPF account details	<ul style="list-style-type: none"> Starting from 3 September 2025, AIA MPF – Prime Value Choice member could submit MPF administration instruction via eMPF Web Portal / Mobile App All MPF administration forms will be able to downloaded at eMPF Public Website (www.empf.org.hk), or obtain them in eMPF Service Centres eMPF Platform will handle the relevant MPF administration instruction, enquiries and follow-up matters. Please note that original MPF administration instruction method offered by trustee may be delayed or rejected 	<p>Visit eMPF Public Website to view the eMPF User guide / tutorial video</p> <p>https://www.empf.org.hk/tutorial/member/</p>
(3)	Submitting Contribution data & Payment instruction (Applicable to TVC, SVC & SEP account holder)	<ul style="list-style-type: none"> Starting from 3 September 2025, AIA MPF – Prime Value Choice member could submit Contribution Data and Payment instruction via eMPF Web Portal / Mobile App Cash Payment will not longer be accepted by eMPF Platform. Scheme member could submit the paper cheque to dropbox in eMPF Service Centre, or pay by available electronic payment method 	<p>Visit eMPF Public Website for payment methods offering by AIA MPF – Prime Value Choice</p> <p>https://www.empf.org.hk/page/paymentMethods</p>

New arrangement of Fund Switching

*The cut-off time of each transaction day for eMPF Platform would be 4pm

After Scheme onboarded

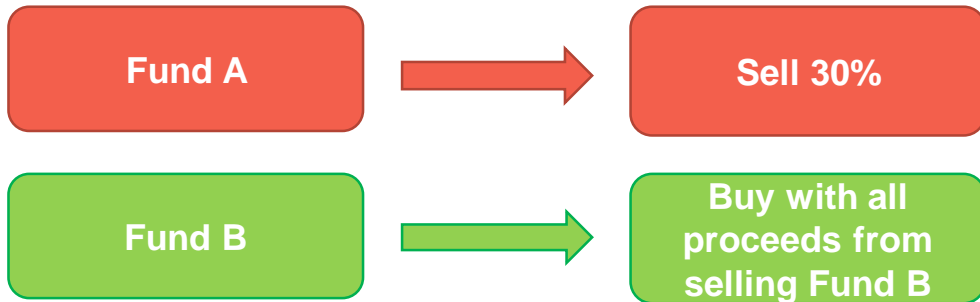
Apart from fund switching, “Rebalancing” is offered by eMPF Platform

Change the existing MPF investment portfolio in accordance with the new fund switching instructions. First, part of the existing MPF funds are redeemed according to instructions and then reinvested to achieve the required fund allocation ratio. This method restructures the investment portfolio by changing the weightings of each fund.

New arrangement of Fund Switching

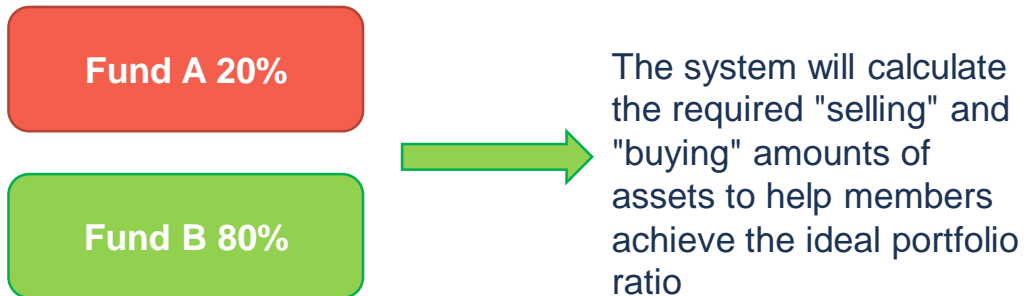
Fund Switching:

Member need to provide "Buying" and "Selling" instruction



Rebalancing:

Member need to provide ideal portfolio ratio



Contribution Types	
Before scheme onboarded	After scheme onboarded
<ul style="list-style-type: none"> • Mandatory & Voluntary Contribution 	<ul style="list-style-type: none"> • Employer Mandatory Contribution (ERMC) • Employee Mandatory Contribution (EEMC) • Employer Voluntary Contribution (ERVLC) • Employee Voluntary Contribution (EEVC)

After the scheme is onboarded, members can **issue different investment authorizations** for employer mandatory contributions, employee mandatory contributions, employer voluntary contributions and employee voluntary contributions respectively, and make the same or different investment allocations for each of the above MPF accounts.



1

Check and confirm the migrated account information

Check and confirm the migrated account information. If there is any discrepancy and missing, the information can be updated on the eMPF Platform.

2

Understand the administrative process on the eMPF Platform

3

Submit administrative instruction on the eMPF Platform

When the MPF Scheme onboarded to the eMPF platform, administrative services of the Scheme will be performed by the eMPF Platform instead of the Trustee. No matter paper form or online instructions should be submitted to eMPF Platform.

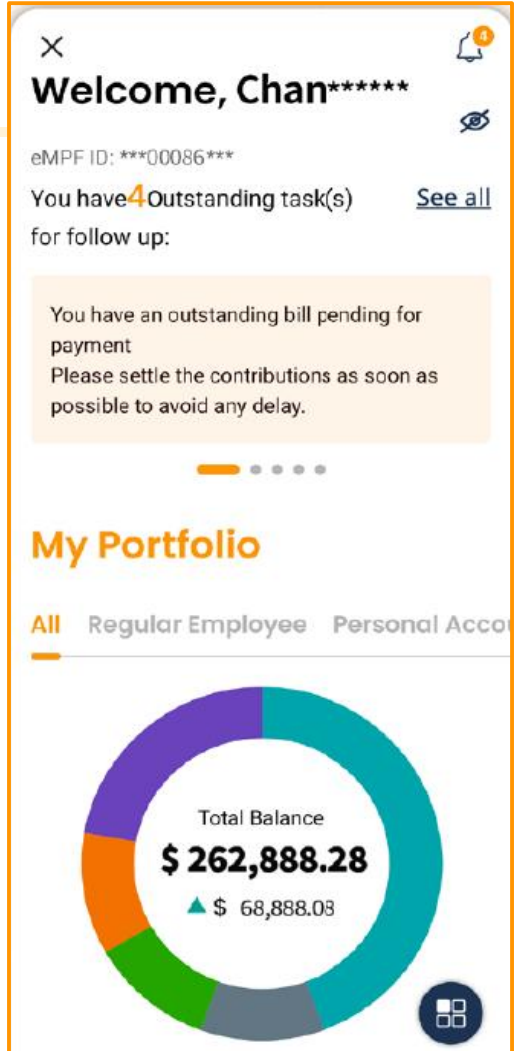
Basic setting after Member Portal login

- Only apply to MPF Scheme onboarded to eMPF Platform

Current data of scheme members under onboarded MPF Scheme will be migrated to eMPF Platform from trustees, including **Personal Information, Business Information, Relevant Income, Investment Choice and Contribution Record**. Please review and confirm the accuracy of migrated data.

Note!

You account details will not be displayed in eMPF Platform if the joined scheme(s) are not onboarded to eMPF Platform yet.








Click “My account” → “Profile Management” → “eMPF Account Management” then select MPF scheme to view your account details.

Note!

Members are able to update their incorrect/missing/invalid information here.

My Account

-  My Record
-  My Letter and Statement
-  **Profile Management**
-  More Services
-  eMPF Account Setting

Profile Management

 **eMPF Account Management**

 MPF Account Management

Profile Management

eMPF Account Management

eMPF ID: 20000086579

Username: Chantaiman123

✓ Personal Details

Title

Mr

Surname (English)

Chan

Given Name (English)

Tai Man

Surname (Chinese)

陳

Given Name (Chinese)

大文

ID Type

HKID

ID No.

L86

Date of Birth (DD/MM/YYYY)

11/11/1980

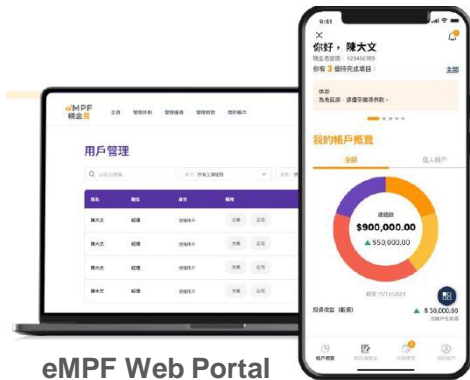
Gender

Male

Place of Birth

Hong Kong, China

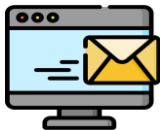
Online Submission (*Suggested)



eMPF Web Portal

eMPF Mobile App

Submitting Standardized administration forms



Email

(forms@support.empf.org.hk)



Fax

(3197 2988)



Mail

(Address: PO Box 98929
Tsim Sha ShuiPost Office)



In
person

Dropbox within three
eMPF Service Centre

3. eMPF Member Portal Features Overview

Functionality of the eMPF Platform



Account Registration and Enrolment

- eMPF Registration
- Scheme Enrolment
- Access Right Setting



Notices, Documents and Reports

- Notices and Documents
- MPF Member Benefit Statement



Contribution Processing

- Calculate and submit mandatory contributions
- Calculate and submit voluntary contributions
- Diversified payment methods
- Recover default contribution



Manage MPF Account

- Fund switching
- Scheme Transfer
- Change of personal particulars
- Employee Enrolment
- Employee Termination
- LSP/ SP Offsetting



Withdrawal of MPF

- Withdraw MPF benefits

eMPF 積金易

Covers all MPF scheme administrative procedures

Key Features for Scheme Members



Web Portal



Mobile App

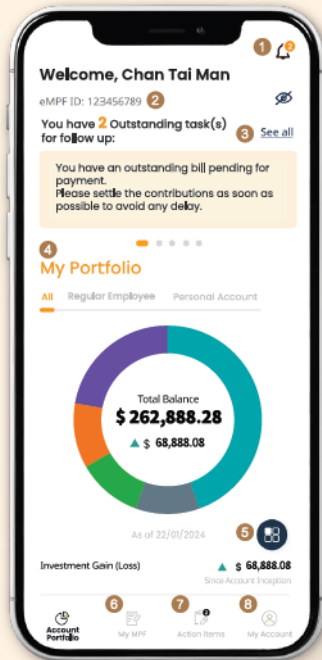
✓ **Digitalize** all administrative procedures

eMPF Platform covers all MPF scheme administrative procedures, and all instructions that used to be paper-only can be **submitted online**.

✓ **Provide** Web Portal and mobile application

Web Portal and mobile application provide the same functionality for members to use in various situations.

Key Features for Scheme Members



1 Notification

2 Scheme Member Name & eMPF ID

3 View all Action Items

- You can view contribution reminders and pending applications here, including:
- Complete new enrolment of employee MPF account
 - Pending LSP/SP offset request from employers
 - Other applications prepared by MPF Intermediaries/ Representatives

4 MPF Portfolio Overview

You can swipe to left and right here to view all your MPF accounts overview, balances, investment gains or losses, etc.

5 Edit Quick Link



You can edit or remove the quick links to be shown on the homepage here, including:

- Fund switching
- My letter and statement
- Change future investment mandate
- Personal accounts consolidation
- Transfer after termination of employment/SEP account transfer
- Contribution record
- Enrol MPF account
- My record

6 My MPF

- You can manage all MPF schemes here, including:
- Enrol an MPF account
 - Make lump sum voluntary contributions
 - Investment (fund switching/ fund rebalancing/ change future investment mandate)
 - Transfer MPF
 - Withdraw benefits

7 Action Items

8 My Account

You can update your eMPF settings or manage MPF account information here. You can also find your letters and statements here.

4. eMPF Member Portal Features Demonstration

Member Portal Features Demonstration

- a eMPF Registration
- b eMPF Login
- c Change of Personal Particulars
- d Enrolment
- e Consolidating Accounts / Transferring MPF Arrangement
- f Change of Investment
- g Withdrawal of accrued benefits
- h MPF Statements

Member Portal

a. eMPF Registration



Register for eMPF in three steps

1 Identity Authentication

2 Fill in the profile

3 Account Activation

Registration preparation

If using "iAM Smart" for verification



Personal Mobile Device

(With "eMPF" and "iAM Smart" apps installed)

If using "e-Identity Verification" for verification



Personal Mobile Device

(With "eMPF" app installed)

HKID Card

First-time user to register for eMPF

If scheme members have not yet registered for eMPF, they can download the eMPF mobile app and choose to register as a member.

“Member” refers to :

- Regular Employees
- Casual Employees
- Self-employed Persons
- Personal account holders (TVC, SVC inclusive)

Register your eMPF Account

It takes only a few steps to create your eMPF account. Please select your role.




Member


Applicable to all MPF scheme members, including persons who opt to make tax-deductible voluntary contributions and special voluntary contributions, such as:


- Regular employees
- Casual employees
- Self-employed persons
- Personal account holders


First-time user to register for eMPF


If scheme members have not yet registered for eMPF, they can download the eMPF mobile app and choose to register as a member.

 **Member Registration**

 Passport scanning and facial recognition. or by logging in to "iAM Smart".

 [Watch Tutorial video](#)

**Step 2 Fill in Personal Information**
Provide your personal details and choose the way of communication.

**Step 3 Activate your Account**
Set up your username and password.

Required Items
Before your start, please prepare the following items to ensure a smooth registration process:

- ✓ Your identity document
- ✓ Mobile phone (to receive the one-time passcode for verification and activate your account through mobile app if applicable)
- ✓ Installed "iAM Smart" mobile app (optional)

[Start Registration](#)

1 Identity Authentication

2 Fill in the Profile

3 Account Activation

Select an authentication method :
"e-Identity Verification" or "iAM Smart"

"e-Identity Verification" tips :

- ✓ "e-Identity verification" is for authentication by scanning Hong Kong Identity Card/Passport and facial recognition

"iAM Smart" tips :

- ✓ If you have registered as a user of "iAM Smart", you are recommended to use "iAM Smart" for verification, which is simple and fast
- ✓ "iAM Smart" can also be used as a way to log in to the eMPF Platform in future

Select Identity Verification Method

For security reasons, please choose a method to verify your identity first.



e-Identity Verification

Authenticate by performing HKID Card/
Passport scanning and facial recognition



"iAM Smart"

Authenticate by logging in to "iAM Smart"

eMPF Registration

1 Identity Authentication

2 Fill in the
Profile

3 Account
Activation

If using "iAM Smart" for verification

If choosing "**iAM Smart**", You will be redirected to the "**iAM Smart**" Mobile App to continue your identity verification process.

Once you have successfully authenticated the connection, please proceed with the registration through the **eMPF Mobile App / Web Portal**.



You will be redirected to the
"iAM Smart" mobile app to

"eMPF" would like to Open the "iAM
Smart" Mobile App

CANCEL OK

Smart".

Confirm

1 Identity Authentication

2 Fill in the Profile

3 Account
ActivationIf using "e-Identity Verification"

Select "e-Identity Verification" and start scanning

e-Identity Verification

Smart Tips:

Please take note of the followings when scanning your ID card and performing facial recognition.

**ID Card Scanning**

You will need to scan the front and back sides of your ID card respectively.

**Identity Verification**

When performing facial recognition, place the device at your eye level and look into the front camera. Hold for 3 - 5 seconds to complete.

 Watch Tutorial video

Start Scanning

eMPF Registration

1 Identity Authentication

2 Fill in the Profile

3 Account
Activation

If using "e-Identity verification"

Select "**e-Identity Verification**" and start scanning

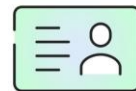
Note!

Passports are not accepted as a method of electronic identity authentication. If the member only holds a passport and does not have a Hong Kong ID card, the member needs to handle their MPF via manual means or to obtain HKID card to perform registration.



Select your Identification
Type

Select the type of identity document you are holding



HKID



Smart ID Card / New Smart ID
Card (Issue from 2018)

1 Identity Authentication**2 Fill in the Profile****3 Account
Activation**

If using "e-Identity Verification"

Scan the HKID card according to the instructions in the mobile app to verify the authenticity of the HKID and read the information on the card.



Place your HKID in the frame and adjust your camera until the frame turns green.

1 Identity Authentication

2 Fill in the Profile

3 Account Activation

If using "e-Identity Verification"

Align your face to the camera frame on the screen, perform the specified action and take a selfie to conduct live face detection and facial recognition.

Tips for Facial Recognition:



Moderate light



Face the camera

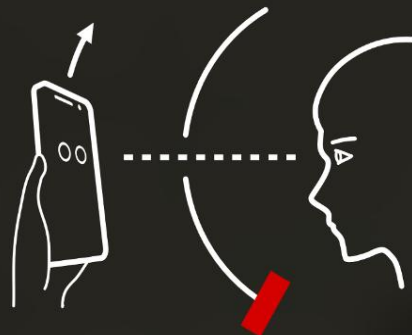


Do not cover the face

Note!

If you fail to pass the e-Identity Verification, please visit the eMPF Service Centre and present your identity document for identity authentication.

Lift your camera to eye level.



1 Identity Authentication**2 Fill in the profile****3 Account
Activation**

Provide your personal information and set up your communication method.

Once you have successfully verified your identity with "e-Identity Verification" or "iAM Smart", some of your personal information will be **filled in automatically**.

Note!

Please remember to verify your email address and mobile phone number to ensure that you receive the required one-time passcode and eMPF-related communication information.



Register

**Personal Information**

Personal Details



Title

Given Name (English)

Surname (English)

Given Name (Chinese)

Surname (Chinese)

1 Identity Authentication

2 Fill in the
profile

3 Account
Activation

Enter the Verification Code

Enter the Verification Code sent to your
email or SMS

The screenshot shows the 'Register' screen of the eMPF app. At the top, there's a progress bar with three steps: 1 (checked), 2 (current step), and 3. Below the progress bar, the title 'Personal Information' is visible. Underneath, there's a section titled 'Personal Details' with a dropdown arrow. A modal dialog is open over this section, titled 'Enter Verification Code'. The dialog contains the text: 'Enter the verification code we have sent by email to u*****@ifastepension.com.my.' Below this text are five input boxes for the verification code. The first box is highlighted with an orange border and contains the digit '1'. At the bottom of the dialog, there's a link that says 'Did not get a code? Resend in 60 seconds'.

1 Identity Authentication

2 Fill in the
profile

3 Account
Activation

After completing the registration, you will be redirected to the account activation page and receive your eMPF number.



Activate your eMPF

② eMPF ID:20000247609

Your eMPF ID is a unique ID for you to access the eMPF Platform for a lifetime. From now on, you can manage all of your MPF accounts on the eMPF Platform.

You have registered your eMPF successfully, please activate now.

Activate Now

1 Identity Authentication**2 Fill in the
profile****3 Account
Activation**

After completing the registration, create your username and password to activate your account.

Tips:

- Username: Maximum 50 characters, English letters, numbers, bottom lines and dots can be used.
- Password: Minimum **10** characters, with at least 1 block letter, 1 lowercase letter, 1 number and 1 character symbol.

Create Username and Password

Username

sit_nad04



Within 50 characters, English letters, numbers, _(underscore) and . (dot) can be used

Password

.....



At least 10 characters



At least 1 upper case alphabet



At least 1 lower case alphabet



At least 1 number



At least 1 of the following special characters !
@#\$\$%^&*(){}[]

Confirm Password

.....

**Confirm**

1 Identity Authentication**2 Fill in the
profile****3 Account
Activation**

If the personal information (phone number and email address) provided in the registration form is different from the registration information in the Scheme, you can choose to update the information.

Tips:

The updated information will allow you to keep abreast of the latest information about MPF from your trustees.

**Migrated New Data**

You have multiple version of personal data that stored in the local database across different Trustees. Would you like to update your data? Please be aware of the selected information will be updated to selected accounts.

Registration Contact Information

Registered Mobile No.

97 [REDACTED]

Registered Email

taimanchan@gmail.com

Apply to:

Mobile Phone Number

MPF Scheme A ☐

Account Type: Self Employed Person

(+852) 90 [REDACTED]

1 Identity Authentication

2 Fill in the
profile

3 Account
Activation

Once the account activated, you can use your username and password to log on to the eMPF Platform.



Account Activated

12/08/2021 | 19:30

Your account has been successfully created.
Please login and start for usage.

Login Now

Member Portal b. eMPF Login



Login Method

eMPF ID or Username

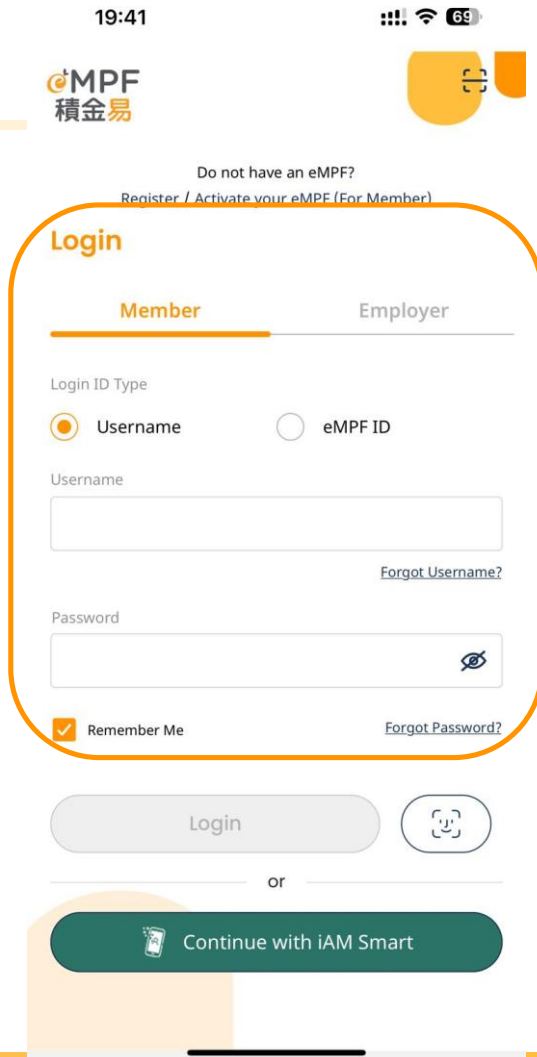
Biometric Authentication

iAM Smart

You can log on to the eMPF Mobile App using your eMPF number, your username, biometric authentication or iAM Smart

Login with Username or eMPF ID

Select Log in with your Username or eMPF ID, fill in your **Username** or **eMPF ID** and **password**, and click Login.



19:41

Do not have an eMPF?
[Register / Activate your eMPF \(For Member\)](#)

Login

Member Employer

Login ID Type

☒ Username ☐ eMPF ID

Username


[Forgot Username?](#)

Password

☒ Remember Me [Forgot Password?](#)

Login

or

 Continue with iAM Smart

Login with Username or eMPF ID

The system will send a one-time verification code to your verified email or phone number, if you do not receive the verification code, you can choose to resend it via SMS or email

Enter the verification code you received



Enter Verification Code

Enter the verification code we have sent by
Email to u*****@ifastepension.com.my.

Did not get a code? [Resend in 49 seconds](#)

Login with Username or eMPF ID

After logging in for the first time, you can add your device as a trusted device

Tips:

- If you have added your mobile device as a trusted device, you can skip the two-factor authentication step when you log in.



Trust this Device?

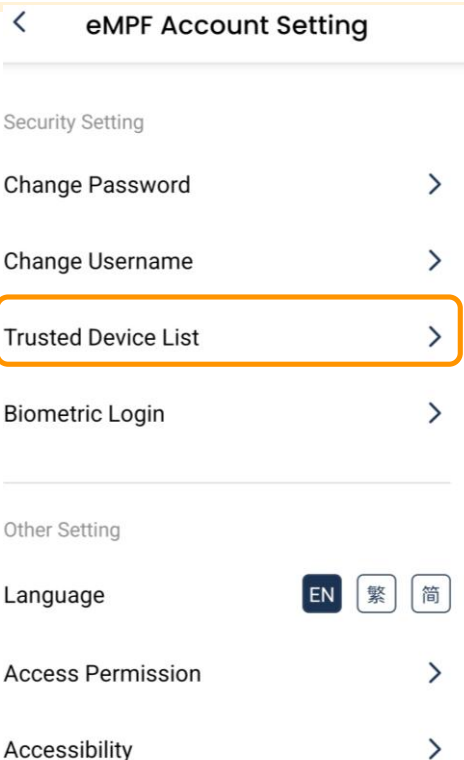
Your account is secured by 2-step verification. You may skip 2-step verification in future logins if you trust this device.

Trust

[Do not Trust](#)

Login with Username or eMPF ID

You can also add a device as a trusted device in the "Trusted Devices List" in the "eMPF Account Settings" later



Trusted Device List

You may skip 2-step verification when using the trusted device(s) below to log in to the eMPF Mobile App. For security reasons, remove the device(s) if it is no longer in use.



SM-A3460

Device Version: Android

Last Login Date & Time:

19/3/2024, 14:55PM



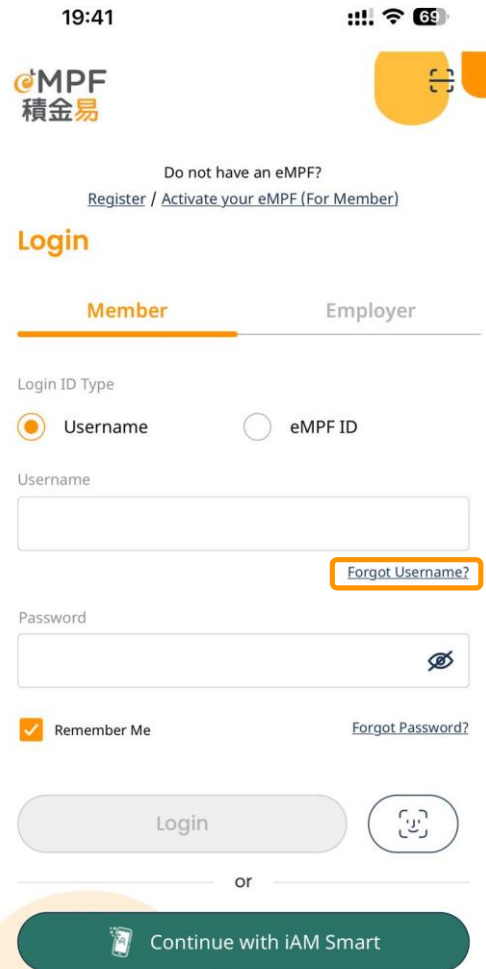
Remove



Add My Current Device

Login with Username or eMPF ID

If you have forgotten your username or password, you can click "**Forgot username?**" or "**Forgot your password?**" on the login page to find your username or reset your password.



19:41

!!! 69

eMPF 積金易

Do not have an eMPF?
[Register](#) / [Activate your eMPF \(For Member\)](#)

Login

Member Employer

Login ID Type

☒ Username ☐ eMPF ID

Username


[Forgot Username?](#)

Password

☒ Remember Me [Forgot Password?](#)

Login

or

 Continue with iAM Smart

Login with Username or eMPF ID

You can choose to use “**Two-factor authentication**” or “**iAM Smart**” for identity verification.

Select Identity Verification Method

For security reasons, please choose a method to verify your identity first.



Two-factor Authentication

Authenticate by entering your HKID/Passport No. and one-time passcode



"iAM Smart"

Authenticate by logging in to "iAM Smart"

Login with Username or eMPF ID

If you choose to use “**Two-factor authentication**”, enter your personal information, HKID card number and registered email or mobile number, then press “**Send One Time Passcode**”.

Forgot Username

Please enter the information below to retrieve your username.

Surname (English)

Chow

Given Name (English)

Jau Wai

Surname (Chinese)

周

Given Name (Chinese)

有為

Date of Birth (DD/MM/YYYY)

16 / 08 / 1972

ID Type

☒ HKID No.

HKID No. (For HKID No. A123456(B), please input A123456B)

.....

Choose and enter your registered contact information to receive your one-time passcode (OTP).

☒ Registered Email Address

Send One-time Passcode



Login with Username or eMPF ID

Enter the verification code that has been sent to your chosen contact method.

Enter Verification Code

Enter the verification code we have sent by Email to u*****@ifastepension.com.my.

Did not get a code? [Resend in 49 seconds](#)

Login with Username or eMPF ID

If you have forgotten your username, your registered username and eMPF ID will be displayed on the page after successful verification. After clicking "Confirm", you will be redirected to the login page to log in again.



Username Retrieved

Your eMPF username is shown below.
Please remember it and log in again.

Username: ifast_08
eMPF ID: 20000052579

Login

Login with Username or eMPF ID

If you have forgotten your password, enter your new password and click "**Confirm**" after successful verification。

Forgot Password

Please enter the information below to reset your password.

Surname (English)

Lau

Given Name (English)

Lisa

Surname (Chinese)

Given Name (Chinese)

Date of Birth (DD/MM/YYYY)

01 / 01 / 1975

ID Type

☒ HKID No.

HKID No. (For HKID No. A123456(B), please input A123456B)

.....

Choose and enter your registered contact information to receive your one-time passcode (OTP).

☐ Registered Email Address

Send One-time Passcode

Login with Username or eMPF ID

After successfully updating your password, click “**Login**” and you will be redirected to the login page to log in again.



Password Updated

Your password has been updated successfully. Please use your new password to log in.

Login

Login with Username or eMPF ID

If you choose to use **"iAM Smart"**, you will be redirected to the **"iAM Smart"** mobile app to complete the **"iAM Smart"** login to retrieve your username or reset your password.

Note!

You are required to download the **"iAM Smart"** mobile app and register as an **"iAM Smart"** user before you can authenticate your identity under **"iAM Smart"**.

< Continue in the "iA..."



You will be redirected to the **"iAM Smart"** mobile app.

About "iAM Smart" mobile app

"iAM Smart" mobile app is a one-stop personalised digital services platform provided by the HKSAR Government. [Click here to learn more about "iAM Smart" mobile app.](#)

Confirm

Login with biometric authentication

After logging in for the first time, you can set up biometric authentication to log in.

Tips:

- If you skip setting up biometric authentication, you can click "**My Account**" after logging in, select "**eMPF Account Setting**" and click "**Biometric Login**". Follow the instructions on the mobile app to complete the remaining steps.



Enable Biometric Login?

Biometric login lets you access eMPF in a faster and safer way.

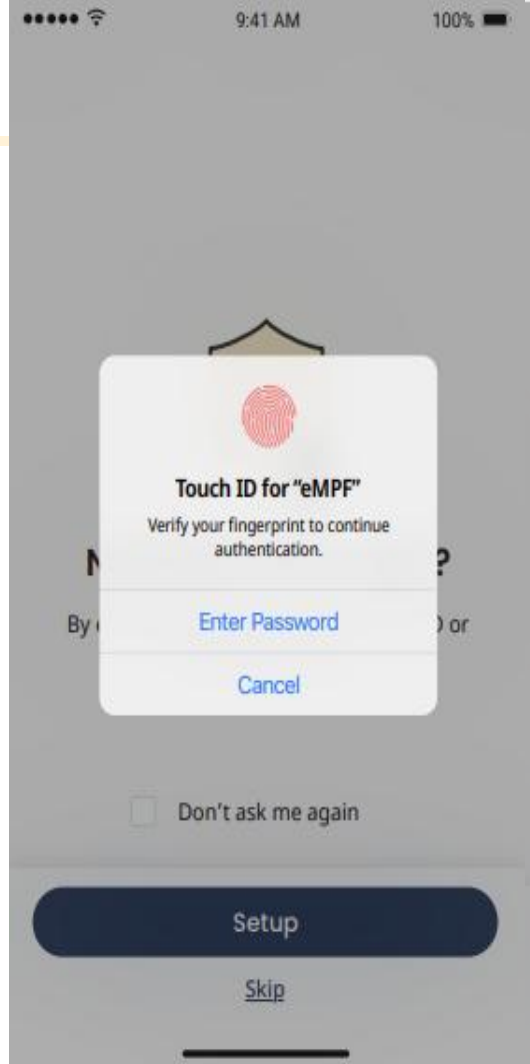
☐ Do not ask me again

Set Up

[Skip](#)

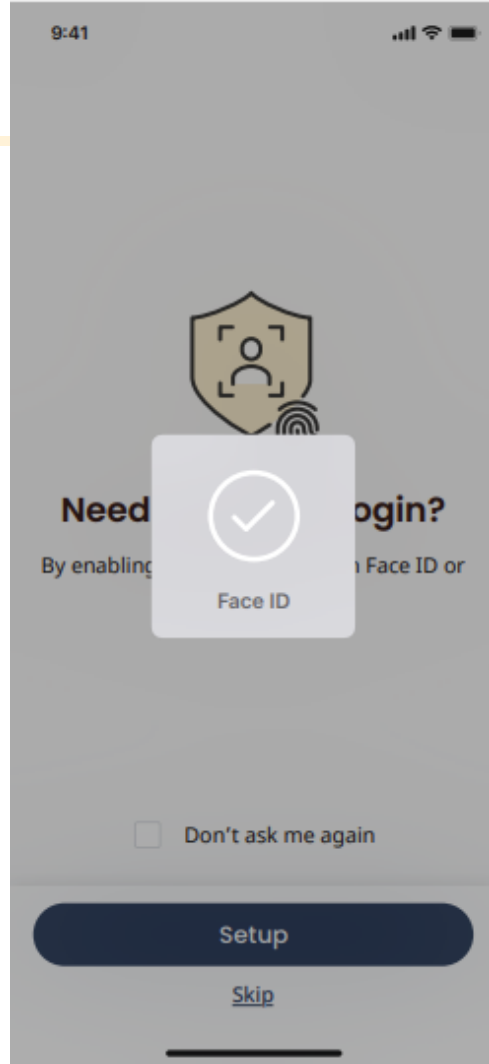
Login with biometric authentication

Use facial recognition or fingerprint for biometric authentication



Login with biometric authentication

Use facial recognition or fingerprint for biometric authentication



Login with biometric authentication

Once successfully configured, you will be redirected to the page where biometric authentication is enabled.



Biometric Login Enabled

You can now login with your biometric ID.
Please start for usage.

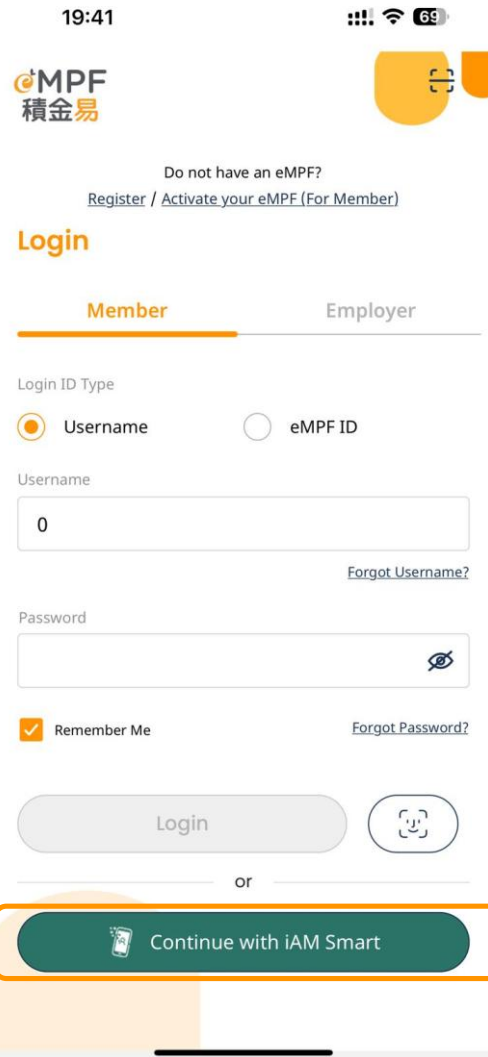
Confirm

Login with iAM Smart

Select Login with "iAM Smart"

Note!

You are required to download the "iAM Smart" mobile app and register as an "iAM Smart" user before you can log on to the eMPF under "iAM Smart".



19:41

!!! 69

eMPF 積金易

Do not have an eMPF?
[Register](#) / [Activate your eMPF \(For Member\)](#)

Login

Member Employer

Login ID Type

☒ Username ☐ eMPF ID

Username

0


[Forgot Username?](#)

Password

☒ Remember Me [Forgot Password?](#)

Login

or

 Continue with iAM Smart

Login with iAM Smart

"Confirm" to log in with **"iAM Smart"**.



You will be redirected to the "iAM Smart" mobile app to proceed the next steps.

About "iAM Smart"

"iAM Smart" is a one-stop personalised digital services platform provided by the HKSAR Government. [Click here to learn more about "iAM Smart"](#).

Confirm

Login with iAM Smart

Click **“OK”** to enable **"iAM Smart"** in the eMPF Mobile App.



You will be redirected to the
"iAM Smart" mobile app to

"eMPF" would like to Open the "iAM
Smart" Mobile App

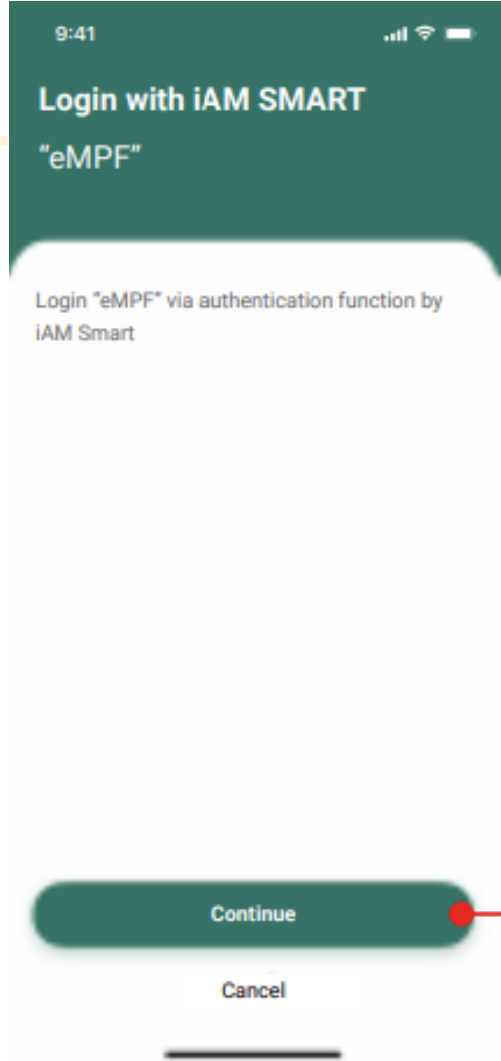
CANCEL OK

Smart".

Confirm

Login with iAM Smart

Once you are redirected to the **"iAM Smart"** app, click **"Continue"** to complete the eMPF Login.



Login with iAM Smart

Once you have successfully logged in to the eMPF App, click "**Continue**" to return to the eMPF Mobile App to complete the login.



Login to eMPF

Please back to "eMPF" and
continue to use.

Continue

Member Portal

c. Change of Personal Details



Change of Personal Details

How do I update my MPF account personal information?

Update your personal information under **"My Account" > "Account Management" > "MPF Account Management"**.

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

Change of Personal Details

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

Select Account Management. Then select eMPF Account Management.



Profile Management

Please select the type of withdrawal that suits you.



Registration
Information



MPF Account
Information



Change of Personal Details

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

On the "eMPF Account Management" page, click "Update" to change your account information.

The screenshot displays the 'Update' screen of the eMPF Account Management system. It features two main sections: 'Way of Communication' and 'CRS Information'. The 'Way of Communication' section includes fields for 'Preferred Communication Channel' (Email), 'Preferred Communication Language' (English), 'Consent on Receiving e-notification for Non-regulatory and Regulatory Documents' (Hong Kong), and 'Consent on Direct Marketing' (Yes). The 'CRS Information' section includes 'My Tax Residence Is' (Tax Residence: Hong Kong and other jurisdictions or countries), 'Jurisdiction Information 1' (Jurisdiction of Tax Residency: England), and 'Tax Identification Number (TIN) available?' (TIN Available: 231223123123). A red dot is positioned next to the 'Hong Kong and other jurisdictions or countries' text. At the bottom right, there is a red dot next to the 'Deregistration' link. A large blue 'Update' button is located at the bottom center of the screen.

Way of Communication ^

Preferred Communication Channel
Email

Preferred Communication Language
English

Consent on Receiving e-notification for Non-regulatory and Regulatory Documents
Hong Kong

Consent on Direct Marketing
Yes

CRS Information ^

My Tax Residence Is

Tax Residence
Hong Kong and other jurisdictions or countries

Jurisdiction Information 1

Jurisdiction of Tax Residency
England

Tax Identification Number (TIN) available?
TIN Available

TAX Identification Number (TIN)
231223123123

Deregistration

Update

Change of Personal Details

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

Enter the personal information you wish to change, including address, Mobile phone number, communication language, Common Reporting Standard (CRS), etc.

When you are done with the changes, click "**Save**"

Tips:

If you would like to change your mobile number or email address, please click "**Verify**" to receive the one-time passcode. Enter the one-time passcode sent to your new mobile number or email address.

Date of Birth
01/01/1990

Place of Birth
Hong Kong

Nationality
China

Contact Information

Email Address
chanfaiwan@gmail.com

Mobile Phone Number
+852 90123456 **Verify**

Secondary Contact Number (optional)
+852 91234567 **Verify**

Change of Personal Details

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

Once the information is saved, a one-time password (OTP) will be sent to you via email or SMS.

< Profile Management

eMPF Registration Information

eMPF ID: 123456789

✕

Email Verification Code

Enter the verification code we've sent by
Email to c*****@gmail.com.

3

1

0

1

5

2

Didn't get a code?
Send again in 58 seconds

First Name (Chinese)

大文

Save

[Cancel](#)

Change of Personal Details

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

You can change the information of your MPF account at the same time. Select the account you want to change your information and click "Apply".

Apply to All Account?

The contact information are different from your profile. Do you want to apply new contact information below to all scheme? Please be aware of the selected information will be updated to selected accounts.

Registration Contact Information

Registered Mobile No.

975 [REDACTED]

Apply to:

Mobile Phone Number

MPF Scheme A ☒

Account Type: Self Employed Person

(+852) 90123456

MPF Scheme B ☐

Account Type: Employee Account

(+852) 92341567

Apply

[Skip](#)

Change of Personal Details

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

Finally, verify the information and click "**Confirm**" on the confirmation page.

9:41 Signal Wi-Fi Battery

[<](#) Profile Management

Confirmation

Information Change Details

Contact Details ^

Email Address
+852 9012 0045

Current Correspondence Address
Room 777, Block 7, ABC Building, ABC street, ABC Area, Hong Kong

Applied Changes

Mobile Phone No. ^

Account 1

MPF Scheme A
Account Type: Contribution

Account 2

MPF Scheme B
Account Type: Self Employed Person

Residential Address ^

Account 1

MPF Scheme A
Account Type: Self Employed Person

Submit

Member Portal

d. Employee Enrolment



eMPF 積金易 Employee Enrolment

Receive
registration
notifications
via email/SMS

Select Scheme

Identity
Authentication

Fill in the profile

Make investment
choices

When your employer registers you for an MPF scheme through the eMPF platform, the eMPF Platform will notify you by email or SMS.

If you have registered for eMPF, you can log in to eMPF to complete the registration.



Login



Complete the
Registration

Your employer has submitted an employee enrolment registration for you with transaction reference number "123456".

You are now required to provide further information to complete the procedure, please log in to the eMPF member portal for details and take the required action.

Employee Enrolment

Select SchemeIdentity
Authentication

Fill in the profile

Make investment
choices

After logging in to the eMPF, Tap **"Action Items"**, select the action item of **"Please complete your MPF account enrolment"** · then select the scheme and tap **"Next"**

Tips:

- If the employer offers more than one MPF scheme, the employee can choose the scheme to enroll.
- Employees may visit the **Trustee Service Comparative Platform** or **MPF Fund Platform** on the MPFA website for details of the scheme.

Select Scheme

Your employer has provided the MPF scheme(s) below for your selection. Please press "Next" to continue.

If there is more than 1 scheme options shown below, please choose 1 MPF scheme that meet your needs. You may visit the [Trustee Service Comparative Platform](#) provided by MPFA to compare the scheme details and services offered by different trustees.

AIA MPF – Prime Value Choice

Total Number of
Constituent Funds: 19



To be provided by Trustees

Next

Employee Enrolment

Select Scheme

**Identity
Authentication**

Fill in the profile

Make investment
choices

Select an authentication method :
"e-Identity Verification" or "iAM Smart"

The identity authentication process is the same as the eMPF registration.

Select Identity Verification Method

For security reasons, please choose a method to verify your identity first.



e-Identity Verification

Authenticate by performing HKID scanning and facial recognition



"iAM Smart"

Authenticate by logging in to "iAM Smart"

Select Scheme

Identity
Authentication**Fill in the profile**Make investment
choices

After verifying your identity, enter your personal information and set up your way of communication.

Tips:

- The page has prepopulated the member information owned by the eMPF Platform, and members only need to fill in the remaining information after verification, including contact information, address, communication method and common reporting standard information.



Personal Information

AIA MPF – Prime Value Choice

✓ Personal Details ▾

Title
Mr ▾

Given Name (English)
[Redacted]

Surname (English)
GU

Given Name (Chinese)
[Redacted]

Surname (Chinese)
顧

Select Scheme

Identity
Authentication

Fill in the profile

Make investment
choices

Employees can choose the constituent funds for future contribution investment allocations.

Tips:

1. Employees are required to fill in both mandatory and voluntary contributions.
2. Employees may choose a default investment strategy in **full or on a pro rata basis** depending on the terms of individual MPF schemes.



Investment Choice

You should identify the [risk class](#) of different funds and gauge your own risk tolerance level before making investment decisions.

1

Employer's Mandatory Contribution Allocation	Employer's Voluntary Contribution Allocation	Employee Mandatory Contribution Allocation
---	---	---

Reset Allocation

2

Default Investment Strategy ⓘ 0%

0%

Employee Enrolment

Select Scheme

Identity
Authentication

Fill in the profile

Make Investment
choices

Regular Employee...



Please check the information and click "**Submit**" on the **Confirmation** page.

Confirmation

Step 1 - Select Scheme



Select Scheme

**AIA MPF – Prime Value Choice**

Step 2 - Personal Information



Personal Details



Title

Mr

Submit

Employee Enrolment

Select Scheme

Identity
Authentication

Fill in the profile

Make Investment
choices

**Enrolment
Completed!**

After completing the registration, the Platform will send you a notification through the communication method you selected.



We hereby confirm that we have received your MPF application. The Case/Transaction/Online Submission Reference Number is 123456. We will inform you of the result.

Member Portal

e. Consolidating Accounts / Transferring MPF Arrangement



Types Of Transfer

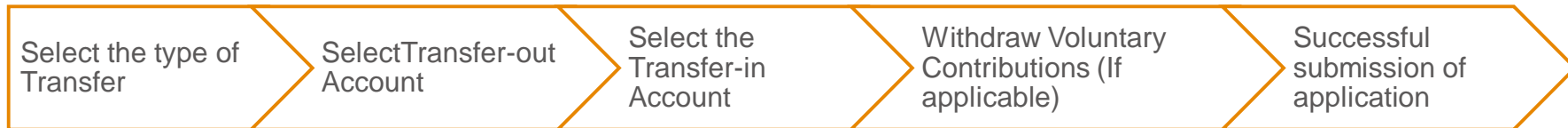
Employee Choice
Arrangement
(ECA)

Personal Account
Consolidation

Transfer Of Tax
Deductible Voluntary
Contributions (TVC)

Transfer After
Termination of
Employment

Steps Of Transfer



Attention!

- If the scheme to which the scheme member wishes to transfer is not yet enrolled, the member needs to open an MPF account in the new scheme before the transfer of MPF benefits can take place.

Consolidating Accounts / Transferring MPF Arrangement

You can only submit your transfer instructions on the eMPF after the transfer out scheme and transfer in scheme have been onboarded the eMPF Platform. If the relevant schemes has yet to be onboarded the eMPF Platform, you will be reminded to submit the hardcopy of your application. You may check the scheme onboarding schedule on the eMPF website.

Original Scheme with Transfer-Out Account	New Scheme with Transfer-in Account	Method of Submitting Administrative Instructions
✓ Onboarded	✗ Not Yet onboarded	Submit the hardcopy application form to transfer-in trustee
✗ Not Yet onboarded	✓ Onboarded	Submit the hardcopy application form to the eMPF
✓ Onboarded	✓ Onboarded	Submit Online application via eMPF

Scheme Member Transferring MPF

Select the type of Transfer

Select Transfer-out Account

Select the Transfer-In Account

Review and Submit

Tap **"My MPF"** on the menu bar and tap **"Transfer MPF"**.
Then select **"Personal Account Consolidation"**.

Employee Choice Arrangement (ECA)

Transfer Of Tax Deductible Voluntary Contributions (TVC)

Transfer After Termination of Employment

Personal Account Consolidation

The following is an example of "Personal Account Consolidation".

Attention!

- If the administration of the member's MPF trustee has been transferred to the eMPF, please note that the new member account number must be filled in if the member needs to choose to fill in the form when handling the merger of his/her MPF personal account in the future*.



Transfer MPF

Please select the type of transfer you would like to perform.



Personal Account Consolidation

- Consolidate multiple personal accounts into one account under your choice of MPF trustee and scheme to manage MPF at ease
- Applicable to scheme

Scheme Member Transferring MPF

Select the type of Transfer

Select Transfer-out Account

Select Transfer-In Account

Review and Submit

Select the **Transfer-out Account(s)** and tap “Next”.

Tips:

- The system will list all the accounts that are eligible for transfer.
- **Members can select multiple accounts at once.**

Select Transfer-out Account

You are applying
personal account consolidation

Please select the account(s) from the check box options below to which your MPF benefits are to be transferred.

* The "Account Balance (HKD)" is as of the latest fund price date. Please note that it is the latest account balance for reference only and it is not indicated as transferable balance.



MPF Scheme A

Next

Scheme Member Transferring MPF

Select the type of Transfer

Select Transfer-out Account

Select Transfer-In Account

Review and Submit

Attention!

- The account that the scheme member is looking for may not have been transitioned to the MPF e-Procurement platform yet. The member can click “Not Able to Find the Account You Need?” and the member will be redirected to the form download page.
- **If the Transfer-in scheme has yet to be onboarded the eMPF Platform, please submit the hardcopy of your application to trustee.**
- If the Transfer-in scheme has onboarded the eMPF but Transfer-out scheme was yet to be onboarded, please submit the hardcopy of your application to eMPF.

MPF Scheme A

Since | Member Account No. [REDACTED]

Account Type

Personal Account

Account Balance (HKD)

\$ 5,436.70

[Account Details](#)

MPF Scheme B

Since | Member Account No. [REDACTED]

Account Type

Personal Account

Account Balance (HKD)

\$ 8,180.14

[Account Details](#)



Not Able to Find the Account You Need?

Scheme Member Transferring MPF

Select the type of Transfer

Select Transfer-out Account

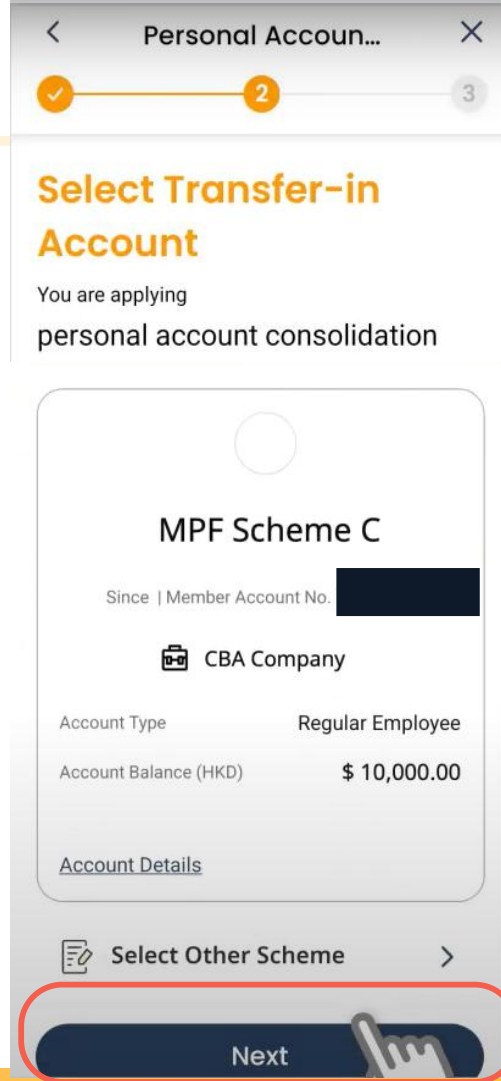
Select Transfer-In Account

Review and Submit

Select the **Transfer-in Account(s)** and tap “Next”.

Attention!

- Members are required to open an MPF account in the new scheme before the transfer can commence. If you have not yet enrolled in a scheme, click “Select Other Scheme”, select the trustee and scheme, and then follow the instructions to complete the enrollment.



Scheme Member Transferring MPF

Select the type of
Transfer

Select Transfer-
out Account

Select Transfer-
In Account

Review and
Submit

Review the information and tap “**Submit**”



MPF Scheme A

Trustee A

Account Type: Personal Account



Edit

Step 2 - Select Transfer-in Account



Selected Account Details



MPF Scheme C

Trustee C

Account Type: Regular Employee



Edit

Do you want to submit intermediary information?



Yes



No

Submit



Select the type of Transfer

Select Transfer-out Account

Select Transfer-In Account

Review and Submit

Read the Terms and Conditions and tap “**Accept**”

Then, your transfer request has been successfully submitted.



Terms and Conditions

By clicking the "Accept" button, you confirm that you have read and agree to be bound by the Terms & Conditions below.

I hereby give the eMPF Platform / the Trustee of the Original Scheme an instruction to terminate my TFC account in the Original Scheme upon transfer of all benefits to the New Scheme and there is no residual balance in the said account.

To the best of my knowledge and belief, the information given in this application is correct and complete.

C. List Of "Personal Information Collection Statement" ("PICS") Of The eMPF Platform and The Disbursed MPF Scheme

Personal Information Collection Statement of The eMPF Platform - emf.org.hk/pics/en

Personal Information Collection Statement of The Disbursed MPF Scheme - emf.org.hk/pics_disbursement/en

Accept

[Decline](#)



Member Portal

f. Change of Investment Instructions



Change of Investment Instructions

Members can change their investment instructions on the eMPF Platform, including **"Fund Switching/ Fund Rebalancing"** and **"Change Future Investment Mandate"**.



Change the investment portfolio of existing account balances

Select the scheme and account

Fund Switching/
Fund Rebalancing

Select Transfer In-
Fund



Change Future Investment Mandate

Select the scheme and account

Change Future Investment
Mandate

Fund Switching/ Fund Rebalancing

Select the scheme and
account

Fund Switching/ Fund
Rebalancing

Select Transfer In-
Fund

Investment

Please select the investment instruction option according to your needs.

Select Investment. Then go to the "**Fund Switching/Fund Rebalancing**" page.



Fund Switching / Fund Rebalancing

Change the investment portfolio of your existing account balance, you may choose fund-to-fund switching or one-time rebalancing



Change Future Investment Mandate

Set a new fund allocation instruction that affects only new contributions, while keeping the existing MPF investment allocation intact

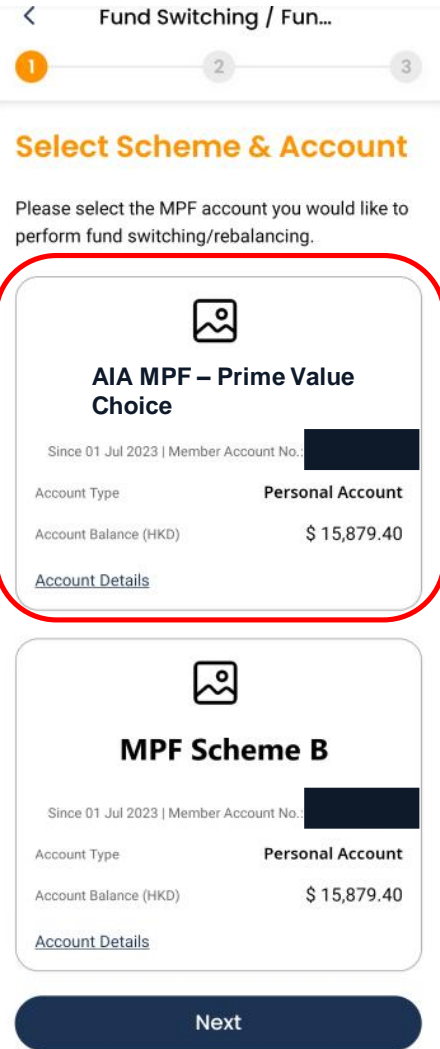
Fund Switching/ Fund Rebalancing

Select the scheme and account

Fund Switching/ Fund Rebalancing

Select Transfer In-Fund

Select the account and tap “**Next**”.



Fund Switching/ Fund Rebalancing

Select the scheme and account

Fund Switching/ Fund Rebalancing

Select Transfer In-Fund

Select Fund Switching

Please select the fund and enter the transfer-out and transfer-in percentage of the existing fund under the applicable contribution types. When you're done, press “Next”.

Tips:

1. You can toggle the “**Apply to All Contribution Types**” button. Once toggled, the percentage entered in the first option will be automatically applied to all contribution types instead of input one by one.
2. If you want to transfer out more than one fund, please click “**Add Instruction**” and then enter the details of the next fund instruction.

Fund Switching Instruction

As of 28 / 11 / 2023

Switch Out

Switch In

Employer's Mandatory Contributions

Employer's Voluntary Contributions

1

☐ Apply to All Contribution Types ⓘ

☐ Rebalancing

Fund A



100 %

Fund Balance: \$ 5,800.30
(30.00% of your total fund balance)

Fund B



0 %

Fund Balance: \$ 3,778.14
(30.00% of your total fund balance)

Next

2

Add New Instruction

Fund Switching/ Fund Rebalancing

Select the scheme and account

Fund Switching/ Fund Rebalancing

Select Transfer In-Fund

Select Fund Rebalancing

If you choose fund rebalancing, enter the transfer-in percentage of the existing fund under the applicable contribution category. When you're done, press **“Next”**

Tips:

Fund rebalancing – Changing the existing MPF portfolio in accordance with the new fund allocation instructions. The first step is to redeem the existing MPF according to the instructions and then reinvest it to achieve the required fund allocation ratio

< Fund Switching / Fun... 2 3

Fund Switching Instruction


As of 28 / 11 / 2023

Switch Out Switch In


Employer's Mandatory Contributions Employer's Voluntary Contributions

☐ Apply to All Contribution Types ⓘ

☒ Rebalancing

Fund A  100 %

Fund Balance: \$ 5,800.30
(30.00% of your total fund balance)

Fund B  100 %

Fund Balance: \$ 3,778.14
(30.00% of your total fund balance)

Next

[Add New Instruction](#)

Fund Switching/ Fund Rebalancing

Select the scheme and account

Fund Switching/ Fund Rebalancing

Select Transfer In-Fund

Please select the fund and enter the transfer-in percentage of the existing fund under the applicable contribution type. When you're done, press “**Next**”.

Fund Switching/ Fund...

✓

2

3

Make Instruction

Balance as of date 23 June 2021

Switch Out

Switch In

ER Mandatory Contribution

EE Mandatory

☐ Apply to All Contribution Types ⓘ

Reset

💡

Must be 100% and apply to all contribution sub-accounts

Fund A ⓘ

☐

Fund B ⓘ

0%

Fund C ⓘ

0%

Fund D ⓘ

100%

Fund Switching/ Fund Rebalancing

Change of Investment Instruction

Instruction Submitted
Successfully



**Fund Switching
Instruction Submitted
Successfully**

Reference No. SGD0408404000014247
Submission Date & Time: 05/12/2023, 17:34

After successfully changing your investment instruction, you will see the transaction record on the page.

Note!

If an instruction is received on or **before 4pm** (Hong Kong time) on a working day, the instruction will normally be processed within the **same working day**. Your instruction received **after 4pm** or on Saturdays, public holidays or other non-working days will be processed on the next working day.

[Go to My Record](#)

[Apply the Same Allocation
Percentage to Future Investment
Mandate](#)

Change of Future Investment Mandate

Select the scheme and account

Change Future Investment
Mandate

Investment

Please select the investment instruction option according to your needs.

Select **"Investment"**. Then go to the **"Change Future Investment Mandate"** page.



Fund Switching / Fund Rebalancing

Change the investment portfolio of your existing account balance, you may choose fund-to-fund switching or one-time rebalancing



Change Future Investment Mandate

Set a new fund allocation instruction that affects only new contributions, while keeping the existing MPF investment allocation intact

Change of Future Investment Mandate

Select the scheme and account


Change Future Investment
Mandate

Select the account and press “Next”.

< Fund Switching / Fun... 1 2 3

Select Scheme & Account

Please select the MPF account you would like to perform fund switching/rebalancing.




AIA MPF – Prime Value Choice

Since 01 Jul 2023 | Member Account No. [REDACTED]

Account Type **Personal Account**

Account Balance (HKD) **\$ 15,879.40**

[Account Details](#)



MPF Scheme B

Since 01 Jul 2023 | Member Account No. [REDACTED]

Account Type **Personal Account**

Account Balance (HKD) **\$ 15,879.40**

[Account Details](#)

Next

Change of Future Investment Mandate

Select the scheme and account

Change Future Investment
Mandate

Members can choose constituent funds and change the allocation of future contributions.

Tips:

1. Employees are required to enter the allocation of both mandatory and voluntary contributions.
2. Depending on the terms of individual MPF schemes, employees may choose the DIS in full or on a pro-rata basis.
3. Each fund is colour-coded to indicate its level of risk.

9:41

Signal icons

< Change Future Investment...



New Allocation

Balance as of date 23 June 2021

ER Mandatory Contribution EE Mandatory Contribution

☐ Apply to All Contribution Types [Reset](#)

💡 Must be 100% and apply to all contribution sub-accounts

Fund Z ⓘ ☐

Default Investment Strategy (DIS) ⓘ 0%

Fund A ⓘ 0%

Class 1

Fund B ⓘ 100%

Class 3

Change of Future Investment Mandate

Select the scheme and account **Change Future Investment Mandate**

Confirm the future investment allocation of contributions is correct, and click "**Submit**".

< Fund Switching / Fun...

1 2 3

Confirmation

Step 1 - Select Scheme & Account

Account Details

AIA MPF – Prime Value Choice

Account Type: PAH
Account Balance (HKD) \$ 15,995.48

Edit

Step 2 - Fund Switching Instruction

Fund Switching Instruction 1

Switch Out

Mandatory Contributions

Fund A	20%
Fund B	30%

Voluntary Contributions

Switch In

Mandatory Contributions

Default Investment Strategy	100%
-----------------------------	------

Submit

Select the scheme and account

Change Future Investment
Mandate**Instruction Submitted
Successfully**

Reference No.: AB1234567890 | 12/06/2021, 19:30

We have received your instruction, your
instruction will be processed on the next
business day and within two business days

Note!

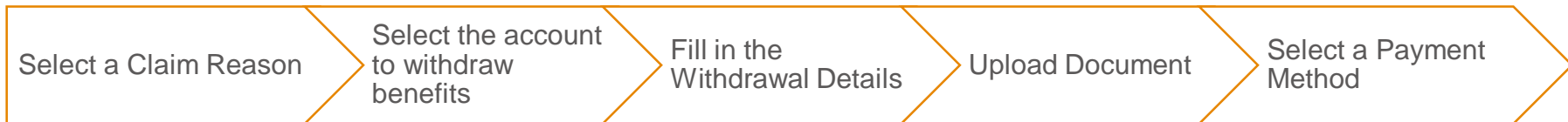
If an instruction is received on or **before 4pm** (Hong Kong time) on a working day, the instruction will normally be processed within the **same working day**. Your instruction received **after 4pm** or on Saturdays, public holidays or other non-working days will be processed on the next working day.


[See Transaction Record](#)[Back to Home](#)

Member Portal g. Withdrawal of accrued benefits




Select the MPF account you want to withdraw






Withdraw All Benefits

eMPF allows scheme members to withdraw benefits from all accounts under all MPF schemes **at once.**



Withdraw Partial Benefits

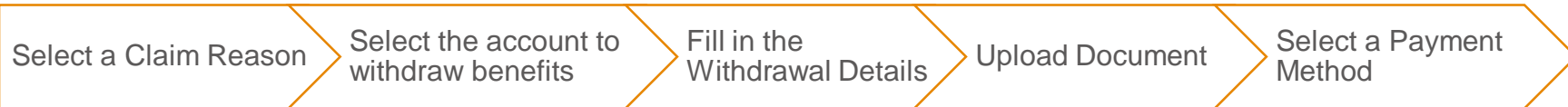
eMPF allows scheme members to **indicate the amount or proportion** of the MPF scheme's account.



Monthly/Quarterly Withdrawal

eMPF allows scheme members to **set up a standing instruction** to indicate the withdrawal cycle.

Member Portal – Withdraw MPF Benefits



**Normal
Retirement**

**Early
Retirement**

**Permanent
Departure
from HK**

**Total
Incapacity**

**Terminal
Illness**

**Small
Balance**

Death Claim

For more information on MPF withdrawal, including the requirements for various grounds of claim, please visit the following MPFA website:



Withdraw MPF Benefits

Select a Claim Reason

Select the account to withdraw benefits

Fill in the Withdrawal Details

Upload Document

Go to the **"Withdrawal Benefits"** page and select **"Claim"** type



Withdraw Benefits

Please select the type of withdrawal you would like to perform.

Claim MPF Benefits



You may apply to withdraw your benefits derived from your mandatory contributions and tax deductible voluntary contributions (TVC) upon reaching age 65, or if you meet specific circumstances prescribed by law.

Withdrawal of Voluntary Contributions



You may apply to withdraw voluntary contributions in accordance with the governing rules of your MPF scheme.

Refund of Suspense Account Balance

A suspense account holds

Withdraw MPF Benefits

Select a Claim Reason

Select the account to withdraw benefits

Fill in the Withdrawal Details

Upload Document

Then select the relevant claim reason.



Claim Reason



Please choose the reason for claiming your MPF benefits.



Attaining the Retirement Age of 65

You can withdraw your benefits in a lump sum or in instalments on the ground of retirement at the age of 65.



Early Retirement

You must be at least 60 years old and have ceased all employment and self-employment. You are required to make a statutory declaration that you have no intention of becoming employed or self-employed again. You can withdraw your MPF in a lump sum or in instalments.



Permanent Departure from Hong Kong

You have to make a statutory declaration that you have departed or will depart from Hong Kong to reside elsewhere with no intention to return for employment or resettle as a permanent resident. You are also required to provide documentary

Withdraw MPF Benefits




After selecting the claim reason, select the account you want to withdraw.
Multiple accounts can be selected and withdraw benefits at the same time.

Normal Retirement
X

1
2
3
4
5

Select Scheme & Account

Please select the account(s) you want to transfer out. You can select multiple accounts to make refund.


To withdraw from Special Voluntary Contribution Account (SVC), please go to the VC Withdrawal.

AIA MPF – Prime Value Choice

Since of 22 Jun 2020 | Account No. 1 [REDACTED]

Account Type	Contribution Account
Account Balance (HKD)	\$ 30,000.00

[Account Details](#)

Withdraw MPF Benefits

Select the account to
withdraw benefits

Fill in the
withdrawal
details

Upload
Document

Select a
Payment method

For each selected MPF account, select the withdrawal details.

Withdrawal Details can be selected:

- Withdraw All Benefits
- Withdraw Partial Benefits by Specific Amount
- Withdraw Benefits by Setting Standing Instruction

9:41
Normal Retirement
X

AIA MPF – Prime Value Choice

Account Type: Self Employed Person Account
Member Name: Chan Tai Man

Account Balance (HKD)
\$350,000.00
[View My Account Portfolio](#)

Withdrawal Details

Withdrawal Details

- ☒ Withdrawal All Benefit
- ☐ Withdrawal Partial Benefit by Specific Amount
- ☐ Withdrawal by Standing Instruction

Done

Withdraw MPF Benefits

Select the account to
withdraw benefits

Fill in the
withdrawal
details

Upload
Document

Select a
Payment
Method

If select "**Withdraw Partial Benefit by Specific Amount**", enter the withdrawal details including the amount or proportion.

Withdrawal Details can be selected:

- Withdraw All Benefit
- Withdraw Partial Benefit by Specific Amount
- Withdraw Benefits by Setting Standing Instruction

Account Balance (HKD)

\$350,000.00

[View My Account Portfolio](#)



Withdrawal Details



Withdrawal Details



Withdrawal All Benefit



Withdrawal Partial Benefit by Specific Amount



Withdrawal by Standing Instruction

You can withdraw by

Balance (HKD) ▼

AIA MPF – Prime Value Choice

\$5,000

Balance of Contribution (HKD):

\$ 3,000.00

Withdraw MPF Benefits

Select the account to withdraw benefits

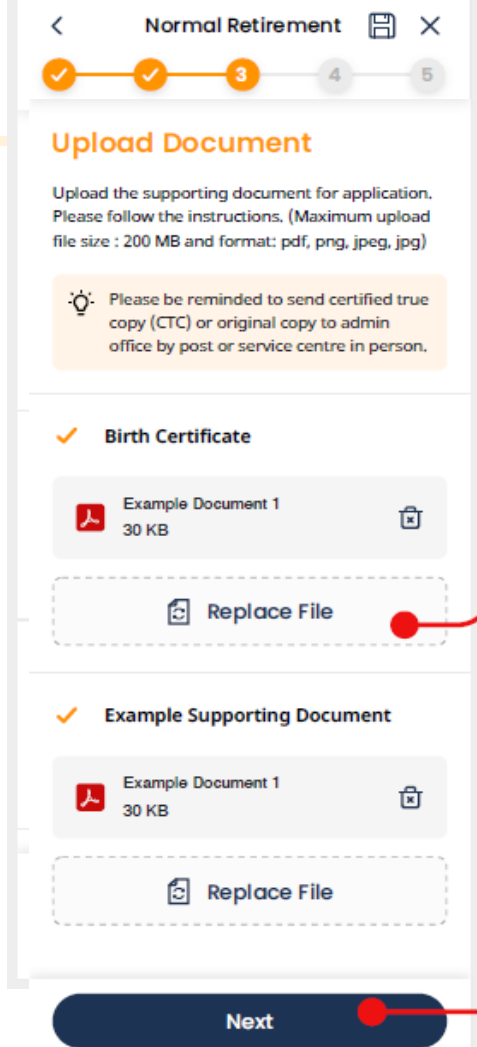
Fill in the Withdrawal Details

Upload Document

Select a Payment Method

Depending on the claim reason, members may upload relevant supporting documents.

Example: Total Incapacity – You can apply for early withdrawal of MPF if you are proved to be permanently unfit to perform the particular kind of work of your previous job immediately prior to incapacity and provide a medical certificate issued by a registered medical practitioner or Chinese medicine practitioner.



The screenshot shows the 'Upload Document' step of the MPF withdrawal process. At the top, a progress bar indicates five steps: 1. Select account, 2. Fill in details, 3. Upload Document (current step), 4. Select payment method, and 5. Review. The 'Upload Document' section has a title and instructions: 'Upload the supporting document for application. Please follow the instructions. (Maximum upload file size : 200 MB and format: pdf, png, jpeg, jpg)'. Below this is a reminder: 'Please be reminded to send certified true copy (CTC) or original copy to admin office by post or service centre in person.' There are two document upload sections. The first is for 'Birth Certificate' and the second is for 'Example Supporting Document'. Each section shows a file named 'Example Document 1' (30 KB) with a trash icon to delete it. Below each file is a dashed box with a 'Replace File' button. At the bottom right, there is a red arrow pointing to a 'Next' button.

Normal Retirement

1 2 3 4 5

Upload Document

Upload the supporting document for application. Please follow the instructions. (Maximum upload file size : 200 MB and format: pdf, png, jpeg, jpg)

Please be reminded to send certified true copy (CTC) or original copy to admin office by post or service centre in person.

✓ Birth Certificate

Example Document 1
30 KB

Replace File

✓ Example Supporting Document

Example Document 1
30 KB

Replace File

Next

Withdraw MPF Benefits

Select the account to
withdraw benefits

Fill in the
Withdrawal
Details

Upload the
Supporting
Document

Select a
Payment
Method

Bank Transfer or Cheque can be chosen as the
Payment Method

Tips:

It is recommended to choose "**Direct Deposit to Bank Account**" for a more convenient and faster processing time and to avoid the risk of losing cheques.


9:41


<
Normal Retirement

✓
✓
✓
4
5

Payment Method

Please select one of the following payment method and fill the related fields. ⓘ


Bank Transfer


Cheque

Bank Transfer

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam.

☒ Local Bank
☐ Oversea Bank

Withdraw MPF Benefits

Select the account to
withdraw benefits

Fill in the
Withdrawal
Details

Upload the
Supporting
Document

Select a
Payment
Method

Fill in the payment details after selecting the payment method.

Note!

Please enter the member's own bank account, the trustee will **not accept** payment of accrued benefits to third party accounts under normal circumstances.

Payment Method

Please select one of the following payment method and fill the related fields. ⓘ



Bank Transfer



Cheque

Bank Transfer

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam.

☒ Local Bank

☐ Oversea Bank

Bank Name

Hong Kong ABC Bank

Bank Account Holder Name

Chan Tai Man

Bank Code

01234

Withdraw MPF Benefits

Fill in all information

Review and submit the request

Please review all input information and click
"Submit" on the Confirmation page.

9:41

Normal Retirement

✓

✓

✓

✓

5

Confirmation

Step 1 - Selected Scheme & Account

✓

Selected Scheme Details

^

AIA MPF – Prime Value Choice

Account Type: Contribution

Edit

Step 2 - Withdrawal Instruction

✓

Withdrawal Details

^

Withdraw MPF Benefits

Fill in all information

Review and submit the request

You can go to the **"My record"** for the relevant instruction details after successfully submitting the request.



Request Submitted Successfully

Reference No.: AB1234567890 | 12/06/2021, 19:30

You may check your record at "Transaction Record" and go update your contact information in [Enrolled scheme management](#).

Please be aware that your submission will take extra processing time.
Please be reminded to send certified true copy (CTC) or original copy to admin office by post or service centre in person.

Hong Kong Island Office

Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wan Chai, Hong Kong

Kowloon Office

Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon

[See Transaction Record](#)

Member Portal - h. MPF Statements



How can I access My MPF Statements?

Tap “**My Account**” on the menu bar and tap “**My Statement**”.

My Account



My Account

Lorem ipsum dolor sit amet,
consectetur dolor sit adipiscing



My Statement

Lorem ipsum dolor sit amet,
consectetur dolor sit adipiscing



Personal Particular

Lorem ipsum dolor sit amet,
consectetur dolor sit adipiscing



More Service

Lorem ipsum dolor sit amet,
consectetur dolor sit adipiscing



Account Setting

Lorem ipsum dolor sit amet,
consectetur dolor sit adipiscing



Contact Us

Lorem ipsum dolor sit amet,
consectetur dolor sit adipiscing



Portfolio



Your eMPF



Action Item



My Account

How can I access My MPF Statements?

The list of available statement(s) will be displayed. You can select the statement(s) and tap “**Download**” to have e-copy of your statement(s).

Tips :

You can view the statement(s) migrated from the Trustee to the eMPF platform here.



How can I access My MPF Statements?

You may also apply the filter function to search for designated statement(s) by using criteria of “**Scheme Name**”, “**Type**” and “**Issue Period**”.

9:41

Filter

Reset

Scheme Name

All Account(s)

MPF Scheme A

Account No.: 1212323132

Account Status: Terminating

MPF Scheme B

Account No.: 1212323132

Account Status: Terminating

Statement Type

All

Member Benefit Statement

Contribution

Enrolment

Fund Switching

Select Period

01/01/2020 - 30/04/2021

Show Statement Results

5. Supporting channels to Members and Employers

Self-help Information



Web Portal/Mobile
App
User Guide



Web Portal/Mobile App
Tutorial Video



FAQs

Customer Support



Online
Support



eMPF Customer
Service Hotline



eMPF Service
Centre



eMPF Outreach
Team

Illustration for other functions

Practical and easy-to-understand user guides and tutorial videos have been launched to provide step-by-step learning guides for scheme members who are not savvy with technology to help them understand the various functions of the eMPF platform.



Web Portal/Mobile App User Guide



Web Portal/Mobile App Tutorial Video

- Download the materials above from eMPF Public Website
- QR Codes within the Communication Pack

Note!

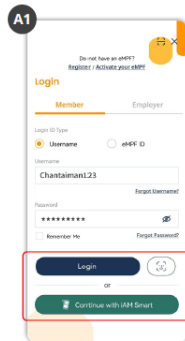
eMPF Public Website contain part of the user guides and instructional videos. The remaining user guides and videos will be uploaded gradually.

A. Fund Switching / Fund Rebalancing

You can adjust the investment portfolio of your **existing accrued benefits** by rebalancing, fund switching and fund-to-fund switching. Please follow the steps below.



Remarks: Please be reminded that performing Fund Switching/Fund Rebalancing only will **NOT** affect the future investment mandate. To change the future investment mandate, please follow the steps in [Part B](#).



A1 Log in to the eMPF Mobile App.



Quick Tips for Employees

Register for the One-stop platform to manage your MPF with ease!



What is eMPF?

The eMPF Platform (eMPF) is a one-stop digital platform that aims to **standardize, streamline and automate** the administration processes of different MPF schemes, thereby making it simpler and more convenient for scheme members and employers to manage their MPF schemes, with a view to enhancing operational efficiency and reducing administration costs.

MPF trustees and their respective schemes will be progressively onboarded to the eMPF, and the administration of the schemes that are already onboarded will be performed by the eMPF instead of the MPF trustees.

When the eMPF is launched, **employers, scheme members and self-employed persons** will be able to view and manage all their MPF accounts on the one-stop online platform at any time, anywhere.



Launch Schedule of the eMPF

All MPF trustees and their respective MPF schemes will be onboarded by phases to the eMPF starting from June 2024, and the entire onboarding process will be completed by 2025. After receiving the notification from your MPF trustee, please register for your eMPF according to the date specified on the notification.



Onboarding Schedule of each Trustee and their Respective MPF Schemes

Once you have successfully registered for eMPF, you will be able to log in and start using the eMPF via either its Web Portal or Mobile App.



Following the onboarding of MPF schemes on the eMPF, the Platform will perform all MPF-related administrative instructions under the schemes for you. You should **NOT** submit any instructions to respective trustees by then. Please refer to trustee notice or enquire with your trustee to learn more about the transitional operating arrangements for each trustee.

3-Step Registration

3 simple steps are all it takes to register for your eMPF within a few minutes. You can visit the eMPF Website at www.empf.org.hk or download the eMPF Mobile App for registration. Please have the following items ready for smooth registration:

- A valid mobile phone number and email address (for receiving one-time passcode for verification and activation notification)
- Your HKID card



Use a valid mobile phone number and email address when you register for your eMPF which will ensure that you are able to receive notification from the eMPF via your preferred way of communication.

Download eMPF Mobile App



Registration Steps

1 e-Identity Verification

Select "Member" on the registration page, and verify your identity via "IAM Smart" mobile app, or scan your HKID card and proceed to facial recognition.



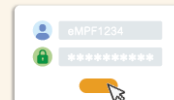
2 Enter Personal Information



Fill in your personal information, including your mobile phone number, email address, correspondence address and preferred way of communication, then click "Submit".

3 Create eMPF Username & Password

You will receive an eMPF ID immediately. Click "Activate Now" to create your username and password for eMPF login.



Please be reminded that the account details will only be available on the eMPF after the scheme has been onboarded.

- There are different instructional videos for employers and scheme members to understand how to operate the eMPF platform

[成員 (僱員/ 自僱人士)篇] 新手開設積金易教學 ▶ 全部播放

如何註冊積金易？ 計劃成員	How to Register eMPF? Scheme Members	如何登入、管理積金易設定及更新強積金帳戶資料？ 計劃成員	How to Log In, Manage eMPF Settings and Update MPF Account Information? Scheme Members	如何註冊積金易？ 計劃成員
 4:20	 4:17	 6:57	 6:42	 4:33
[成員] 如何註冊積金易？- 流動應用程式	[Member] How to Register eMPF? - Mobile App	[成員] 如何登入、管理積金易設定及更新強積金帳戶資料...	[Member] How to Log In, Manage eMPF Settings and...	[成員] 如何註冊積金易？- 網上平台
積金易 eMPF 觀看次數：2848次 · 4 個月前	積金易 eMPF 觀看次數：721次 · 4 個月前	積金易 eMPF 觀看次數：182次 · 2 個月前	積金易 eMPF 觀看次數：56次 · 2 個月前	積金易 eMPF 觀看次數：200次 · 12 天前

[成員 (僱員/ 自僱人士)篇] 僱員管理強積金教學 ▶ 全部播放

如何管理強積金投資？ 計劃成員	How to Manage MPF Investment? Scheme Members	如何完成僱主準備的僱員強積金帳戶登記？ 計劃成員	How to Complete Employee Enrolment under an MPF Scheme Initiated by Employers? Scheme Members	如何登記可扣稅自願性供款／特別自願性供款／個人帳戶？ 計劃成員
 3:53	 3:58	 3:40	 3:49	 4:08
[成員] 如何管理強積金投資？- 流動應用程式	[Member] How to Manage MPF Investment? - Mobile...	[成員] 如何完成僱主準備的僱員強積金帳戶登記？- 流動應...	[Member] How to Complete Employee Enrolment under...	[成員] 如何登記可扣稅自願性供款／特別自願性供款／個人...
積金易 eMPF 觀看次數：223次 · 2 個月前	積金易 eMPF 觀看次數：51次 · 2 個月前	積金易 eMPF 觀看次數：187次 · 2 個月前	積金易 eMPF 觀看次數：57次 · 2 個月前	積金易 eMPF 觀看次數：27次 · 12 天前

Enquiry Method

Customer Hotline

Service Centre

Online Enquiry

If members encounter any problems or questions when using the platform and want to get in touch with the eMPF platform, they can seek assistance through the "Contact Us" function on the eMPF platform.

Channel	Detail	Manned service hours
eMPF Customer Service Hotline	183 2622	Monday to Friday: 9am to 7pm Saturday: 9am to 1pm (except public holidays)
Email	enquiry@support.empf.org.hk	
Fax	3197 2988	
eMPF Service Centres	<p><u>Hong Kong Island</u> Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wan Chai, Hong Kong</p> <p><u>Kowloon</u> Suites 1205 6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon</p> <p><u>New Territories</u> Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories</p>	Monday to Friday: 9am to 6pm Saturday: 9am to 1pm (except public holidays)

- eMPF provides one-stop platform services to scheme members, bringing them a more **time-saving and cost-effective MPF service experience**
- Early understanding of how scheme members can use the eMPF Platform will help them **plan for their retirement well**



Q & A