

# E-MEMBER ENROLMENT GUIDE



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**AIA Corporate Solutions**

— Your MPF and Group Insurance Partner

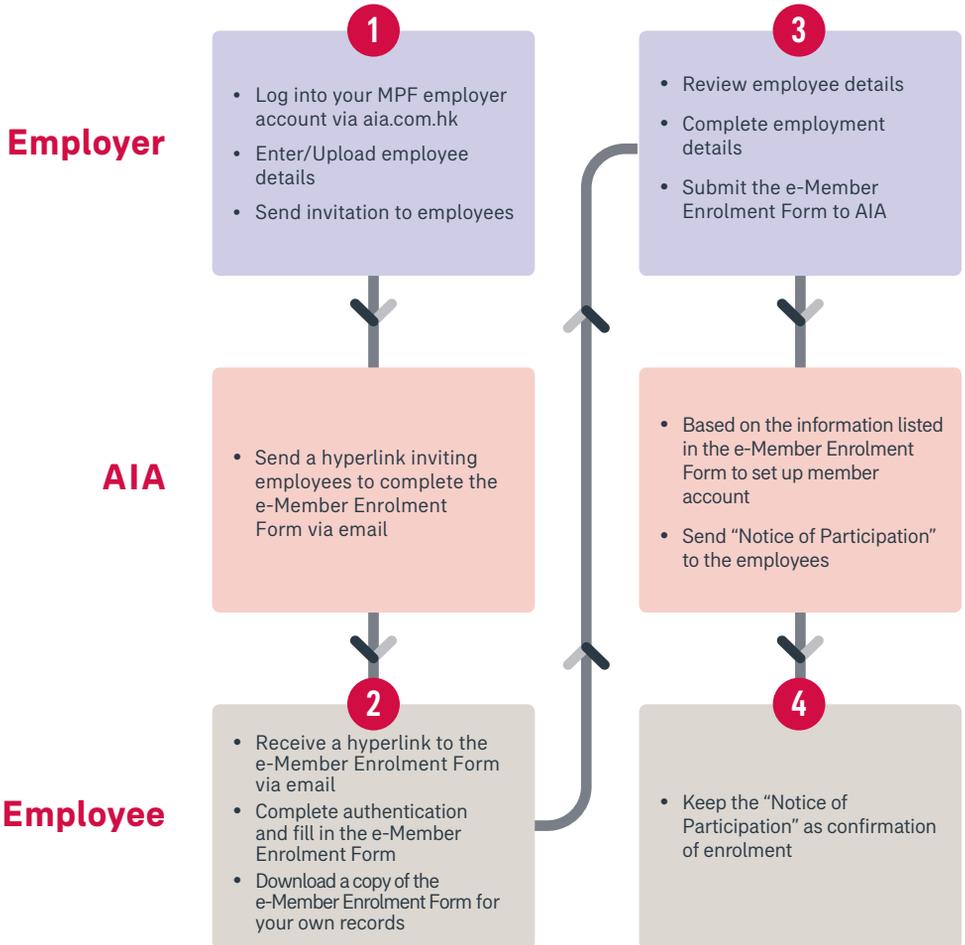


HEALTHIER, LONGER,  
BETTER LIVES

Starting from today, you don't need to manage, or even worry about, your employees' paper enrolment forms ever again. Simply use our e-Member Enrolment platform to sign up your employees online!

This platform allows you and your employees to enter all the necessary information online directly. It minimises the chance of data input errors and cuts the time you need for collecting and posting forms. The record tracking system also lets you manage new members enrolment easily. Start using e-Member Enrolment today and make your administrative tasks easier!

## Flow Chart



# → Steps for Employers

**Step 1** Log into your MPF Employer Account via aia.com.hk

**Step 2** Choose **e-Member Enrolment**, read the **“Declaration”** and click **Next**

**Step 3** **Create new employee record(s)**. Enter basic member details, including “Name”, “HKID Card/Passport No.”, “Date of Birth”, “Mobile” **AND** “Email”

You can do this by:

- downloading the file template, enter member details for each new employee, click **Browse** to select the file then click **Upload**  
**OR**
- clicking **Add** to enter member details for each new employee

**Step 4** Select employee record(s) under the **“Send invitation to employees”** tab then click **Send Invitation**

- Employee(s) to complete the e-Member Enrolment Form (please refer to “Steps for Employees” for details)

**Step 5** Select employee record(s) under the **“Review employee’s enrolment”** tab then click **Continue and complete employer details**

- For **“Employment details completed”=“N”**: select employee record(s), click **Edit**, update the employment details then click **Save**
- For **“Employment details completed”=“Y”**: select employee record(s), review the details then click **Submit**

The screenshot shows the AIA e-Member Enrolment web interface. The navigation bar includes 'e-Member Enrolment' (highlighted with a red box and labeled 'Step 2'). The main content area shows the 'e-Member Enrolment' page with a 'To Do List' and a table of employee records. The table has columns for Date of Creation, Name, Mobile, E-mail, HKID Card/Passport No., Date of Birth, Enrolment Status, Invitation Hyperlink expiration date, and Date of Employment. The first row shows a record for Chan Tai Man, created on 26/10/2019, with status 'Ready to send invitation'. The 'Send invitation to employees' tab is highlighted with a red box and labeled 'Step 4'. The 'Add' button in the 'To Do List' is highlighted with a red box and labeled 'Step 3'. The 'Review employee's enrolment' tab is highlighted with a red box and labeled 'Step 5'. The interface also includes a sidebar with 'Useful Tools' and 'Shortcuts'.

## → Steps for Employees

- Step 1** Receive invitation from employer via email sent by AIA, click the hyperlink and fill in **Date of Birth** and the **Last 4 digits of HKID Card/Passport No.**, then click **NEXT**
- Step 2** Enter the one-time password (OTP) received via SMS/email then click **SUBMIT**
- Step 3** Read the **"Terms of Use"**, tick the **"Declaration"** boxes then click **CONFIRM**
- Step 4** Complete the e-Member Enrolment Form, **"Preview"** the form then click **SUBMIT**
- Step 5** Read the **"Declaration"** then click **SUBMIT**. An **"e-Enrolment Reference No."** will be generated and you may download a copy of your e-Member Enrolment Form for future reference.

## → Q & A

- 1. Q:** Why can't I upload my Excel record?  
**A:** Some fields in the Excel file may not comply with the required format. Please refer to the "Definition" in the file template for details.
- 2. Q:** What should I do if members fail the authentication?  
**A:** You can click **Re-Send Invitation** under the **"Review outstanding enrolment"** tab to send the invitation to the employees again.
- 3. Q:** What to do if the hyperlink has expired?  
**A:** You can click **Re-Send Invitation** under the **"Review outstanding enrolment"** tab to send the invitation to the employees again.
- 4. Q:** Can I revise an employee's record anytime?  
**A:** You can **Edit** an employee's record before clicking **"Send Invitation"**; after clicking **"Send Invitation"**, you can only revise an employee's employment details (after he/she has completed the e-Member Enrolment Form).
- 5. Q:** What should I do if an employee's member details are incorrect?  
**A:** You can click **Edit** before clicking **"Send Invitation"**; **Withdraw** it and **Add** a new employee record with correct information after clicking **"Send Invitation"**; if the employee has completed the e-Member Enrolment Form, then you can only **Return** to the employee for amendment under the **"Review employee's enrolment"** tab.
- 6. Q:** Why can't I "Return" an employee's record under the "Review employee's enrolment" tab?  
**A:** You should add the reason before clicking **"Return"** by: selecting the employee record, click **Edit**, add the reason of return in the **"Note to Employee"** section then click **Save**.
- 7. Q:** Can I delete an employee record anytime?  
**A:** You can **Delete** an employee record before clicking **"Send Invitation"**, or **Withdraw** an employee record before clicking **"Submit"** to AIA.

Please contact our Employer Hotline if you have any questions.

 (852) 2100 1888

 [aia.com.hk](http://aia.com.hk)

