

Dear Sir/Madam,

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

eMPF Platform Company Limited<sup>1</sup> (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 got onboard 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 onboard 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 date<sup>2</sup>:

**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 services<sup>3</sup> 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 onboard 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

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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](http://www.empf.org.hk/tnc/en).

## eMPF Registration User Guide

Regardless of how many MPF accounts you have, you only need to register for eMPF once to manage all the accounts under your name which have got onboard the eMPF Platform.

Registration can be done using your smartphone, tablet or computer. Please scan the QR codes on the right to begin registration.



Mobile App Web Portal

For details, please refer to the **User Guide** available online:



**Scheme Member eMPF Registration User Guide**

[www.empf.org.hk/tutorial/reg/en](http://www.empf.org.hk/tutorial/reg/en)

**Note**

Your account details will only be available on the eMPF Platform after your scheme has got onboard on 3 September 2025.

If you have accounts under other MPF schemes, your other MPF accounts' information will also become available on the eMPF Platform after the relevant schemes have got onboard the Platform.



智方便  
iAM Smart



Pamphlet



Mobile app

### Tip:

You can also use "iAM Smart" to complete eMPF registration, and have your identity verified and key personal information auto-filled via iAM Smart. If you are not yet an iAM Smart user, scan the QR codes above, read the relevant pamphlet and register for "iAM Smart" before registering for eMPF.

"iAM Smart" Hotline: 182 123

## Messages from Your Trustee

Starting from 3 September 2025, the eMPF Company will take up the administration of the scheme and provide scheme administration services to you via the eMPF Platform, including handling service instructions from scheme members, employers and self-employed persons. Hence, you should submit scheme administration service instructions directly to the eMPF Platform instead of AIA.

AIA will cease accepting service instructions based on different cut-off dates. Please read the **Notice to Participating Employers and Scheme Members** for details.



### Notice to Participating Employers and Scheme Members

[www.aia.com.hk/content/dam/hk-wise/pdf/notice-to-participating-employers-and-members-eng.pdf](http://www.aia.com.hk/content/dam/hk-wise/pdf/notice-to-participating-employers-and-members-eng.pdf)

Service instructions received by AIA after the respective cut-off dates will be processed by the eMPF Platform after the scheme has got onboard on 3 September 2025.

## Important Note to Employers on Making Contributions

Starting from the contribution period of **August 2025** (with a deadline for making contributions on 10 September 2025), your employer should submit contribution data and make payments on or before the deadline via the eMPF Platform for processing but not AIA anymore.

**Note**

Late payment will be **subject to a surcharge** calculated at 5% of the late payment amount.

## More Information

Check out our Frequently Asked Questions (FAQs) by scanning the QR code, or visit our eMPF website or call our customer service hotline:



[www.empf.org.hk](http://www.empf.org.hk)

183 2622

### FAQs



### Personal Information Collection Statement (PICS)

Scan the QR code for the PICS before using the eMPF Platform



( or call our hotline for a printed PICS )



友邦(信託)有限公司

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友邦廣場 12 樓

AIA Company (Trustee) Limited

12/F, AIA Tower  
183 Electric Road  
North Point  
Hong Kong

### Notice pursuant to Section 19Q of the Mandatory Provident Fund Schemes Ordinance

The Secretary for Financial Services and the Treasury has, by notice published in the Gazette, specified 3 September 2025 from which AIA Company (Trustee) Limited (i.e. the trustee of AIA MPF – Prime Value Choice) must use the electronic MPF system (i.e. eMPF Platform) and the scheme administration services provided by the system operator of the eMPF Platform that are made available to AIA Company (Trustee) Limited to perform its scheme administration functions.

The following are matters and activities that are to be conducted by the eMPF Platform:

1. processing registration of eMPF Platform for participating employers and scheme members;
2. processing enrolment in registered schemes for participating employers and scheme members;
3. processing MPF contributions and default contributions;
4. processing scheme members' investment instructions (including investment instructions on new contributions and switching instructions);
5. processing transfers of benefits within the registered scheme or between registered schemes or from occupational retirement schemes to registered schemes;
6. processing claims and withdrawal of MPF benefits;
7. processing the offset and refund of severance payments and long service payments to participating employers and/or scheme members/claimants;
8. processing of changes of participating employer and scheme member particulars;
9. giving of notices and documents to participating employers and scheme members;
10. handling of enquiry and complaint; and
11. following up with participating employers and scheme members on any unclear scheme administration instructions.

Should you have any queries, please contact our Employer Hotline on 2100 1888 or Member Hotline on 2200 6288.

Yours faithfully,  
AIA Company (Trustee) Limited

### 根據《強制性公積金計劃條例》第 19Q 條發出的通知

財經事務及庫務局局長已於憲報刊登公告，規定友邦(信託)有限公司（即友邦強積金優選計劃的受託人）必須從 2025 年 9 月 3 日起，開始使用電子強積金系統（即積金易平台）及該系統的系統營運者提供的計劃管理服務，以履行其計劃管理職能。

將會由積金易平台處理的事宜和進行的活動如下：

1. 處理參與僱主及計劃成員的積金易平台註冊申請；
2. 處理參與僱主及計劃成員參加註冊計劃的申請；
3. 處理強積金供款及拖欠供款；
4. 處理計劃成員的投資指示（包括新供款投資指示及轉換指示）；
5. 處理註冊計劃內、註冊計劃之間或從職業退休計劃轉移至註冊計劃的權益轉移申請；
6. 處理申索及提取強積金權益的申請；
7. 處理參與僱主及 / 或計劃成員 / 申索人的遣散費及長期服務金的抵銷及退還申請；
8. 處理參與僱主 / 計劃成員的資料更改申請；
9. 向參與僱主及計劃成員發出通知及文件；
10. 處理查詢及投訴；及
11. 就任何不明確的計劃管理指示向參與僱主及計劃成員進行跟進。

如有任何查詢，請致電僱主熱線 2100 1888 或成員熱線 2200 6288 與我們聯絡。

此致  
友邦(信託)有限公司

Postal Address: 8/F, AIA Financial Centre, 712 Prince Edward Road East, Kowloon, Hong Kong  
郵寄地址：香港九龍太子道東712號友邦九龍金融中心8樓

AIA Company (Trustee) Limited is incorporated in Hong Kong with limited liability.  
友邦(信託)有限公司是於香港註冊成立之有限公司。