

ONLINE MPF ASSETS TRANSFER SERVICE USER GUIDE



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AIA Corporate Solutions

— Your MPF and Group Insurance Partner



**HEALTHIER, LONGER,
BETTER LIVES**

Managing your MPF has never been easier!

Now you can use our "Online MPF Assets Transfer Service" to consolidate your Personal Account(s), transfer your Tax Deductible Voluntary Contribution ("TVC") Account(s) and submit your Employee Choice Arrangement transfer election form to AIA anytime, anywhere, quickly and easily.

Save time and effort



- Information only needs to be entered once, cutting down on errors
- Your information will be checked by the system for missing data or errors, saving you the effort of double-checking
- Environmentally friendly and convenient alternative to printing and mailing

Significantly shortens processing time



The entire process normally takes only around 7 working days, including the consolidation and transfer of MPF assets together with account opening (if necessary) via the "Online MPF Assets Transfer Service". This is almost twice as fast as processing printed forms, which usually takes around 10 working days or more.

Service areas

MPF

Personal Account assets

TVC Account assets

Current employment Contribution Account assets (employee contribution portion only)
i.e. Employee Choice Arrangement

Former employment Contribution Account assets

Self-employed Person Account assets

Transfer your MPF assets in just a few steps

Step 1

Go to aia.com.hk. Under the "Help & Support" menu, click "Online MPF Assets Transfer" OR scan the QR code on the right



Step 2

Existing AIA MPF Member

- View or update personal information as needed
(If applicable)
- Enter your investment choice for your Personal Account / TVC Account
- Enter the contribution details of TVC Account

Non-existing AIA MPF Member

- Enter personal information
- Enter your investment choice for your Personal Account / TVC Account
- Enter the contribution details of TVC Account

Step 3

Specify the assets you want to transfer from other MPF providers to AIA

Step 4

Preview and confirm the information you have entered, then save the relevant form(s) for your own records

You may be requested to provide supporting documents to AIA to complete the MPF assets transfer

Our service pledge



Fast processing

Only around 7 working days to consolidate and transfer MPF assets together with account opening via the "Online MPF Assets Transfer Service"



Properly recorded

After opening an account, you can check all submitted forms online at any time



Unparalleled service

- Dedicated Member Hotline: 2200 6288
- Specially extended hotline service hours:
Monday to Friday: 9 am to 9 pm
Saturday: 9 am to 1 pm (except Sundays and public holidays)