

Prepare MPF Applications for Employers



**eMPF Assistant
Portal
User Guide**

Preface

This user guide provides step-by-step instructions on how an MPF intermediary and representative (e.g. family members of an employer) can prepare MPF applications for employers through the **eMPF Assistant Portal**. All screenshots are for illustration purposes only. The actual design of the portal interface may be different.

For any enquiries regarding the **eMPF Platform**, please contact us through the following channels:

eMPF Customer Service Hotline	183 2622
Email	enquiry@support.empf.org.hk
eMPF Service Centre	Hong Kong Island Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong
	Kowloon Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon
	New Territories Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories
	Opening Hours Monday to Friday : 9:00 a.m. to 6:00 p.m. Saturday : 9:00 a.m. to 1:00 p.m. Closed on Sunday and Public Holiday

Version: 1.1

Date : 17 Jan, 2025

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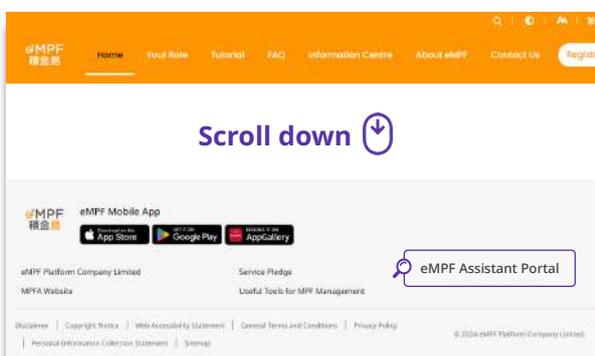
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A) Prepare MPF Applications by MPF Intermediaries/Representatives

As an MPF intermediary or representative (e.g. family members of an employer), you can assist the employer to prepare MPF applications via the **eMPF Assistant Portal** including scheme enrolment, fund transfer, employee's contribution data submission, employee enrolment and cessation of employment, after the MPF scheme is onboarded to the **eMPF Platform**. The employer will then be able to review and submit the application on the **eMPF Platform**.

Please communicate clearly with the employer before preparing the applications for them. In addition, employers have to register with the **eMPF Platform** first and provide their **employer's eMPF ID, registration number** (e.g. Business Registration No.) and **company name** for you to complete the eForm.

A1 Visit the **eMPF** website www.empf.org.hk, scroll down to the page bottom and click **"eMPF Assistant Portal"**.



A2 Select your identity type (**MPF Intermediary** or **Other**) and fill in the personal information. Then, click **Next**.



Tips: Please remember to verify your **email address** and/or **mobile phone number** by clicking the **"Verify"** button next to these 2 fields. You will receive a one-time passcode through **email** and/or **SMS** respectively, simply enter the verification code to finish the verification.

MPF Intermediary or representative will have an hour to complete the application. After verification, a timer will pop up on the top right-hand corner of the page and start timing. Please complete the application within the time limit.

(By MPF Intermediary)

(By Other)

A3 Select **“Employer”** and **Application Type**, then click **Next**.

Select Applicant's Role and Application Type

You are preparing MPF applications for others.

Applicant's Role and Application Type

Please select the role and application type of the applicant you need to prepare for:

Member

Employer

Employer

Enrol Scheme

Transfer Funds

Submit Employer's Contribution Data / Enrol Employees / Terminate Employees

Back Next

A4 Select a **Trustee** and **Scheme** (if applicable), then click **Next**.

Select Scheme

Scheme Details

Trustee:

Scheme:

Total number of constituent funds: 14

Back Next

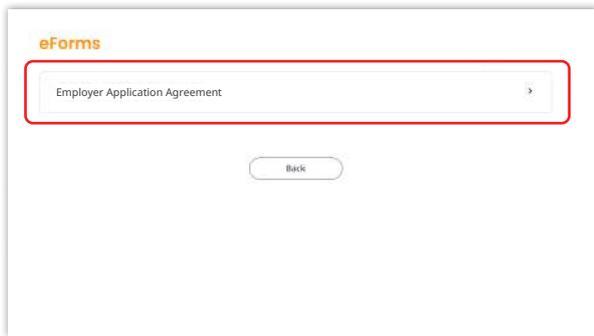


If you would like to perform **scheme enrolment / fund transfer** for the employer, please follow **Part A(i)**.

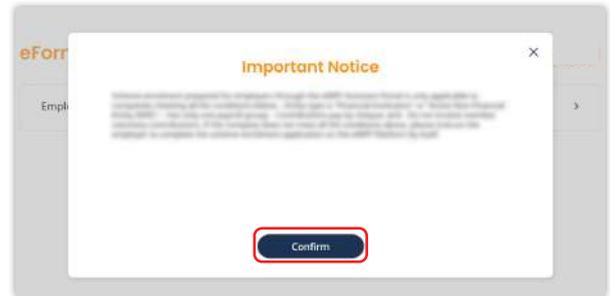
If you would like to submit **employee's contribution data / employee enrolment / cessation of employment** for the employer, please follow **Part A(ii)**.

i) Scheme Enrolment / Fund Transfer

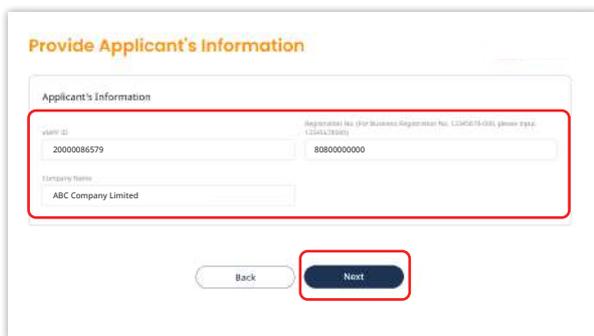
1 Select the respective eForm.



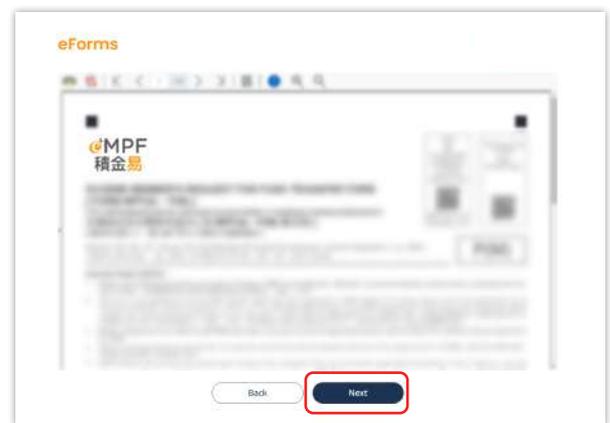
2 Read the important notice and click **Confirm**.



3 Fill in employer's **eMPF ID**, **Registration Number** (e.g. Business Registration No.), and **Company Name**, then click **Next**.

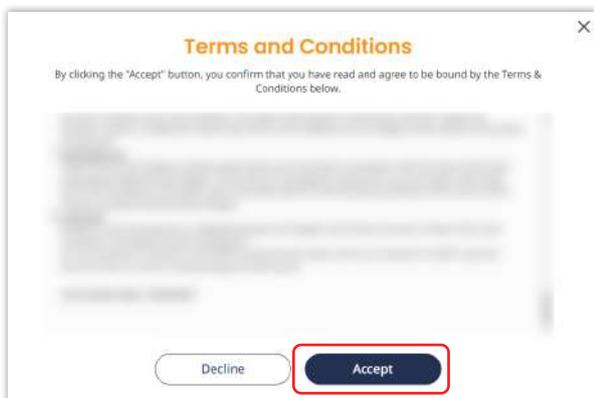


4 Complete the eForm and click **Next**.

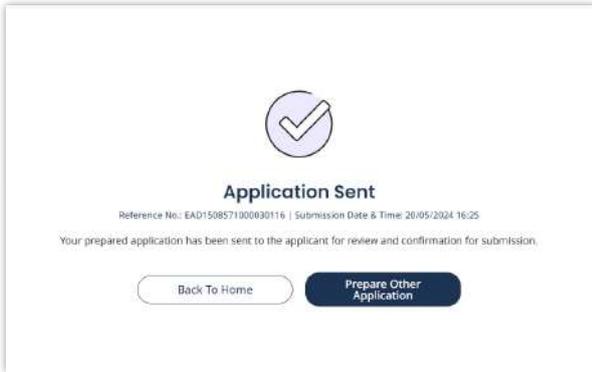


Remarks: Please verify the form carefully before submission. Once it has been submitted, you and the relevant employer is not allowed to edit any information.

5 Read the Terms and Conditions and click **Accept**.



- 6 The prepared application has been sent to employer. The employer will receive an email notification to review and accept the application.



Remarks: Please remind the employer to follow [Part B\(i\)](#) to review and accept the application on the **eMPF Platform**.

ii) Submit Employee's Contribution Data / Employee Enrolment / Cessation of Employment

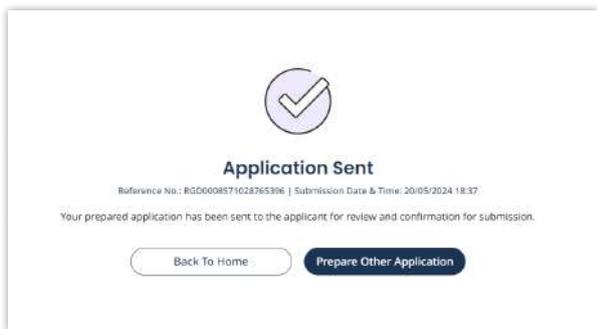
1 Select **Trustee** and **Scheme**, then click **Next**.

2 Fill in employer's **eMPF ID** and **Registration Number** e.g. Business Registration No. Then, read the Bulk Upload Guideline and click **Template with in-built Checking** or **Template without in-built Checking** to download a spreadsheet template. Then click **Next**.

3 Click **"browse"** or use **"drag and drop"** function to select the completed spreadsheet. Then click **Next** to upload the file.

4 Read the Terms and Conditions and click **Accept**.

- 5 The system will take some time to process your file. Once your file has been successfully submitted to employer, the employer will receive an email notification to review and accept the application.

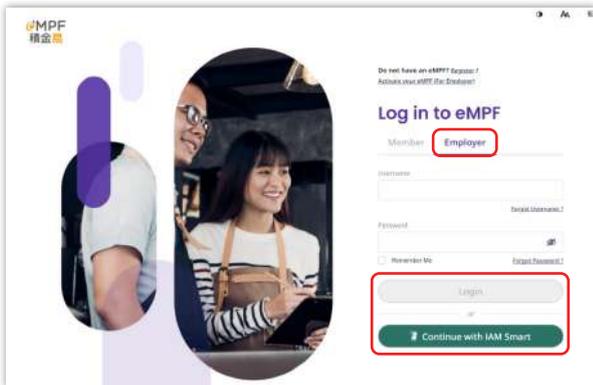


Remarks: Please remind the employer to follow **Part B(ii)** to review and accept the application on the **eMPF Platform**.

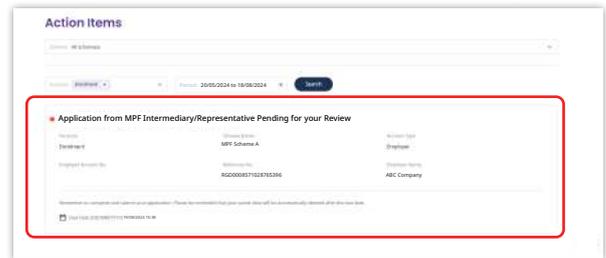
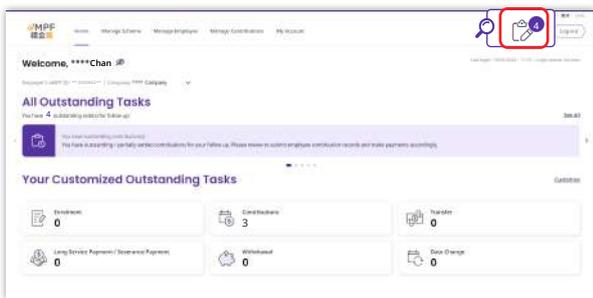
B. Accept and Submit MPF Applications by Employers

After you submitted the application, the respective employer will receive an email notification. The following information will introduce how the employer can review and submit the application through the eMPF Web Portal.

B1 Log in to eMPF Web Portal.

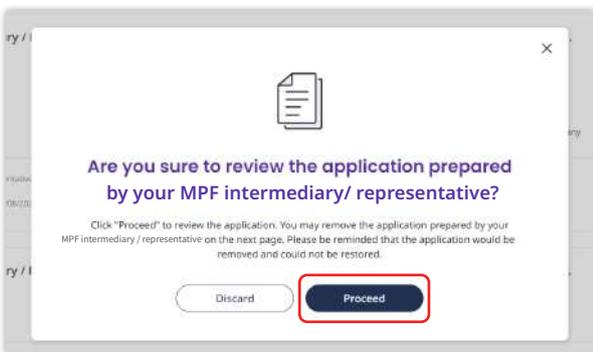


B2 Click the "Action Items" icon on the menu bar. Then, select the respective action item.

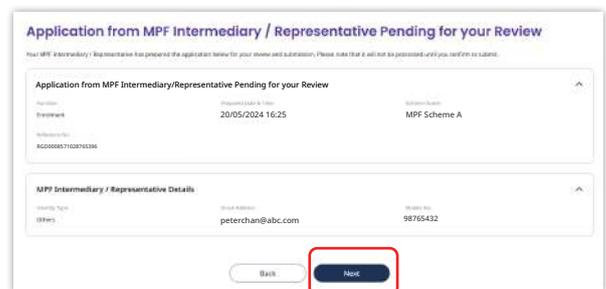


i) Scheme Enrolment / Fund Transfer

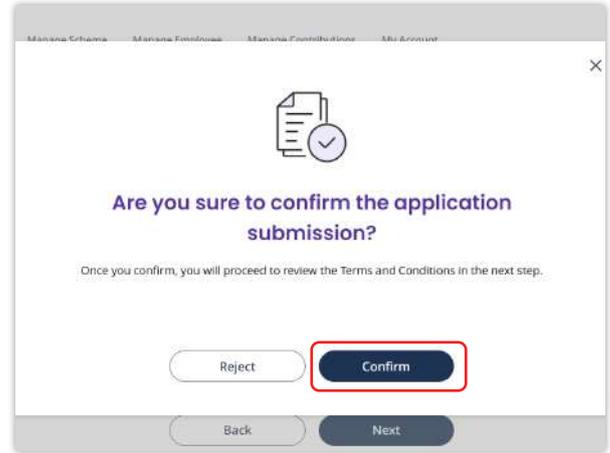
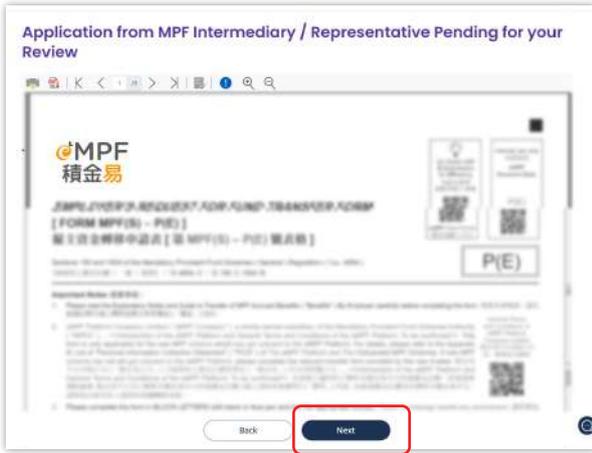
1 Click **Proceed** to review the application.



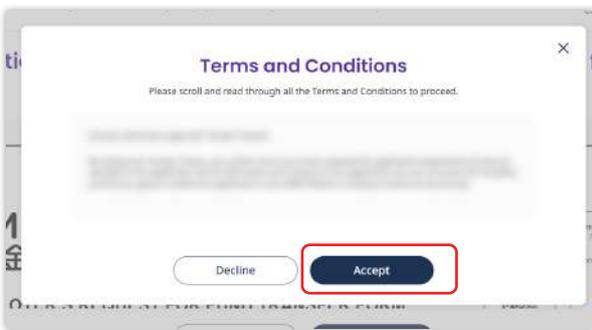
2 Review the Application Details, including the MPF function, MPF scheme name, and more. Then, click **Next**.



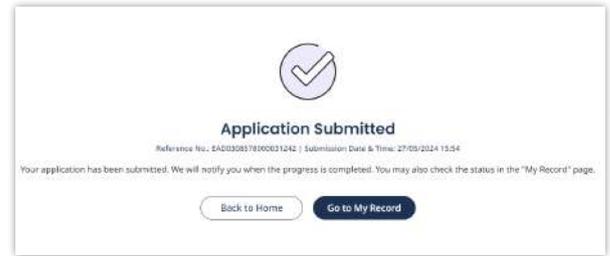
- Review the eForm prepared by the MPF intermediary/representative and click **Next**. Then click **Confirm** to submit.



- Read the Terms and Conditions, then click **Accept**.

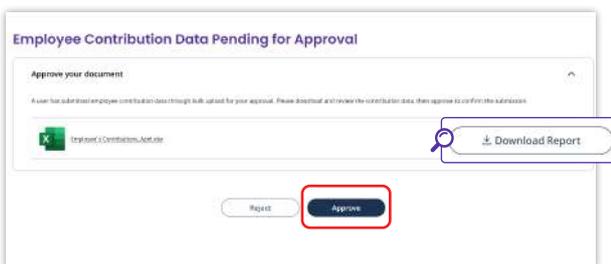


- The application has been successfully submitted by the employer. The employer will receive an email notification when the application has been processed.

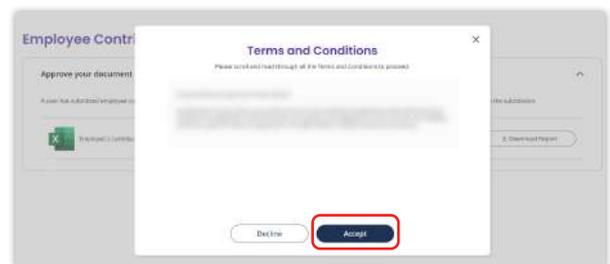


ii) Submit Employee's Contribution Data / Employee Enrolment / Cessation of Employment

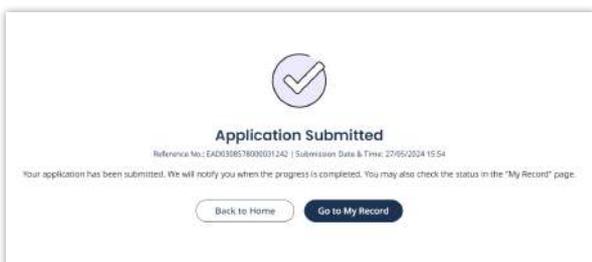
- Download and review the file. Then, click **Approve**.



- Read the Terms and Conditions. Then, click **Accept**.



- The application has been successfully submitted by the employer. The employer will receive an email notification when the application has been processed.



- End -