

MPF Withdrawal



**Web Portal
User Guide**



Preface

This user guide provides step-by-step instructions on how a scheme member can withdraw MPF benefits on the **eMPF Web 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: 1.00

Date : 25 Jul, 2025

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A. Withdraw your MPF Benefits

If you would like to withdraw your MPF benefits derived from your mandatory contributions and tax deductible voluntary contributions upon reaching the age of 65, or meet the requirements of early withdrawal of MPF under the specific circumstances (i.e. early retirement, permanent departure from Hong Kong, small balance, terminal illness, total incapacity), please follow the steps below if the relevant schemes have been onboarded the **eMPF Platform**.



Remarks: If you would like to make a death claim as a personal representative or Official Administrator of the deceased scheme member, please refer to **Prepare MPF Applications for Scheme Members – eMPF Assistant Portal User Guide** to submit an application via the **eMPF Assistant Portal**. Login to **eMPF Platform** is not required.

A1 Log in to the **eMPF** Web Portal.

Register | Activate

Log in to eMPF

Member | Employer

Continue with iAM Smart

or

Login ID Type

Username eMPF ID

chantaiman123 [Forgot Username?](#)

..... [Forgot Password?](#)

Remember Me [Forgot Password?](#)

Login

A2 Click **“Manage MPF”** on the menu bar and select **“Withdraw Benefits”**. Then select **“Claim MPF Benefits”**.

eMPF 積金易 Home MPF Account Enrolment **Manage MPF** Contributions

Welcome, ***** MAN
eMPF ID: **0000865**

My Portfolio

- Investment
- Transfer MPF
- Withdraw Benefits**
- Change Contribution Frequency and/or Amount

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 (TV) upon reaching the age of 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 payment of contributions in excess of the amount required for settling your contributions. You may apply for refund of your suspense account balance anytime.

A. Withdraw your MPF Benefits

A3 Select a Claim Reason.

Claim Reason

Please choose the reason for claiming your MPF benefits.

 Attaining the Age of 65 You can withdraw your benefits in a lump sum or in instalments when you reach 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 proof satisfactory to the trustees that you are permitted to reside in a place outside Hong Kong. <small>Note: Scheme members who have previously withdrawn their MPF on such grounds will not be paid MPF again for all subsequent applications on the same grounds with a later departure date.</small>	 Small Balance (HKD) Early withdrawal may be possible if your benefits do not exceed HK\$5,000 in only one MPF scheme, and the time between your date of application and last contribution date exceeds 12 months. You are also required to make a statutory declaration that you have no intention of becoming employed or self-employed again.
	 Terminal Illness Scheme members can apply for early withdrawal of benefits if they suffer from a terminal illness that is likely to reduce life expectancy to 12 months or less, with a medical certificate issued by a registered medical practitioner or Chinese medicine practitioner.	 Total Incapacity Scheme members can apply for early withdrawal of benefits if they have been certified that they have become permanently unfit to perform the particular kind of work of their previous jobs, with a medical certificate issued by a registered medical practitioner or Chinese medicine practitioner.	



Remarks: Please visit the MPFA website for details on eligibility requirements for each claim reason.

A4 Select the account(s) and click **Next**. You may select multiple accounts.

1 Select Scheme & Account 2 Withdrawal Instruction 3 Payment Method 4 Confirmation

You are claiming your MPF benefits (**Attaining the Age of 65**)

Select Scheme & Account

Please select the MPF account(s) you would like to apply for withdrawal of benefits.

 If you would like to withdraw your Special Voluntary Contributions, please go to "Withdraw Benefits > Withdrawal of Voluntary Contributions" page instead.

 **MPF Scheme A** 

Since 16/04/2024 | Member Account No.: 56436722 | Latest Constituent Fund Price Date: 23/05/2025

Account Type
Personal Account

Account Status Account Balance (HKD)
Active **\$ 3,467.61**

Account Details

Please refer to the relevant steps below to submit your claim.

- (i) Retirement at Age 65 / Early Retirement: **Step A5** and **Steps A8 to A12**.
- (ii) Permanent Departure from Hong Kong: **Step A6 to A12**.
- (iii) Small Balance / Terminal Illness / Total Incapacity: **Steps A8 to A12**.

A. Withdraw your MPF Benefits



Remarks: If you select a self-employed person account, you will need to enter your **Cessation of Self-employment Effective Date (if applicable)** and click **Confirm**.

MPF Scheme A

Cessation of Self-employment Details

MPF Scheme A
Since 01/01/2024 | Member Account No.: 56466662

Company Name
SELF-EMPLOYED PERSONS
(NOT APPLICABLE)

Trustee
Trustee A

Date of Joining the Scheme (DD/MM/YYYY)
01/01/2024

Please enter your cessation of self-employment effective date:

Cessation of Self-employment Effective Date (DD/MM/YYYY)
08/07/2024

Confirm

i) Retirement at Age 65 / Early Retirement

When you have reached the age of 65, you will receive a notification to remind you on withdrawal of benefits on the **eMPF Platform**.



Remarks: If you would like to retain the benefits in your account for continuous investment, please click **Retain in Account(s)** and your request will be submitted to the **eMPF Platform**. If you would like to make a claim now, please click **Make Claim Now** and follow the steps below.

You can claim your MPF benefits now

Date: 08/07/2024, 19:58

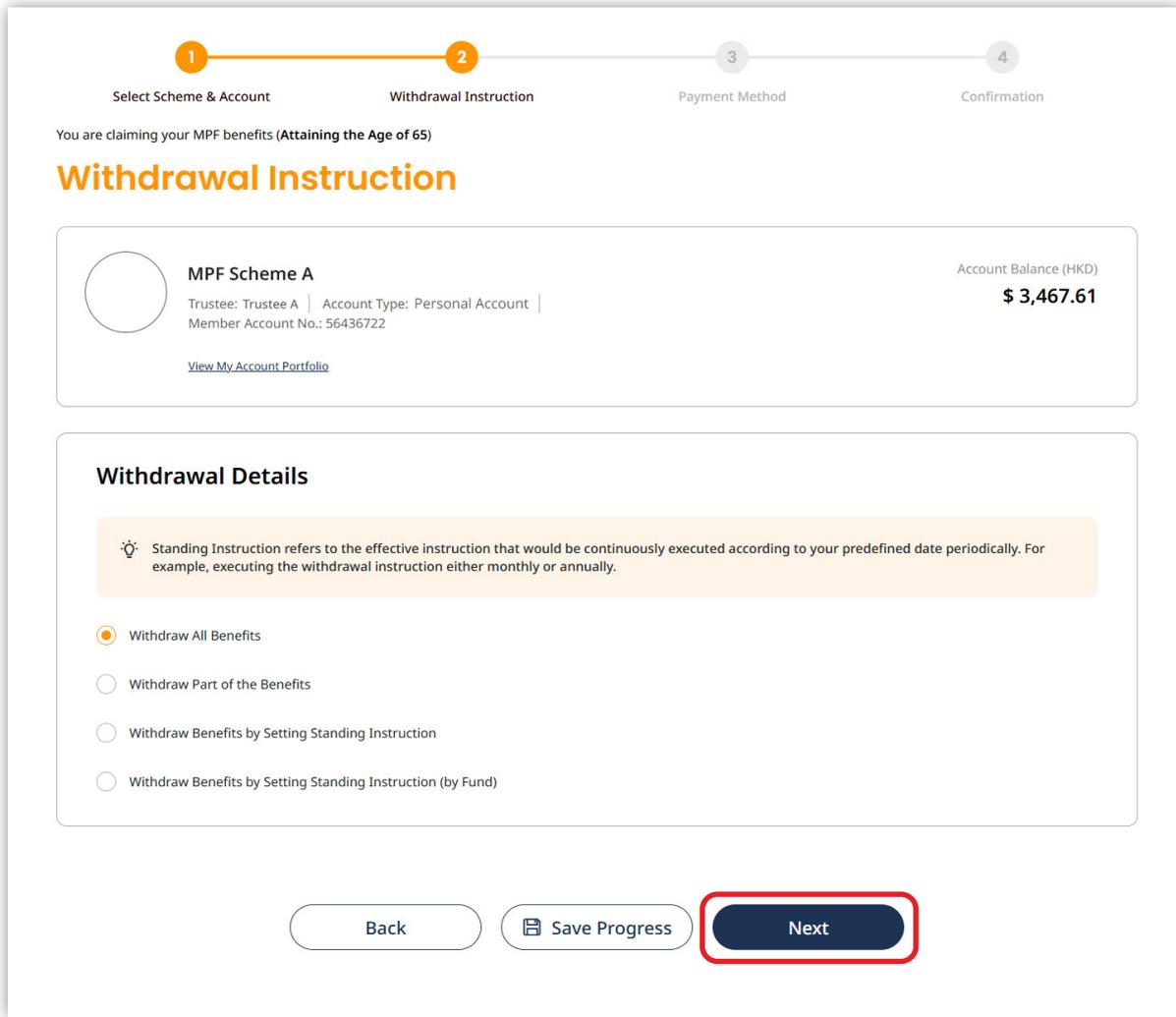
According to our records, you have reached the age of 65 and you are now eligible to claim your MPF benefits. You may choose to retain the benefits in your account for continuous investment or make a claim now.

Your date of birth in our record: 31/12/1959 [Update Date of Birth](#)

Retain in Account(s) Make Claim Now

A. Withdraw your MPF Benefits

A5 Fill in withdrawal instruction for each selected scheme. Then click **Next** to go to **Step A8**.



1 Select Scheme & Account 2 Withdrawal Instruction 3 Payment Method 4 Confirmation

You are claiming your MPF benefits (Attaining the Age of 65)

Withdrawal Instruction

MPF Scheme A Account Balance (HKD)
\$ 3,467.61

Trustee: Trustee A | Account Type: Personal Account |
Member Account No.: 56436722

[View My Account Portfolio](#)

Withdrawal Details

💡 Standing Instruction refers to the effective instruction that would be continuously executed according to your predefined date periodically. For example, executing the withdrawal instruction either monthly or annually.

Withdraw All Benefits

Withdraw Part of the Benefits

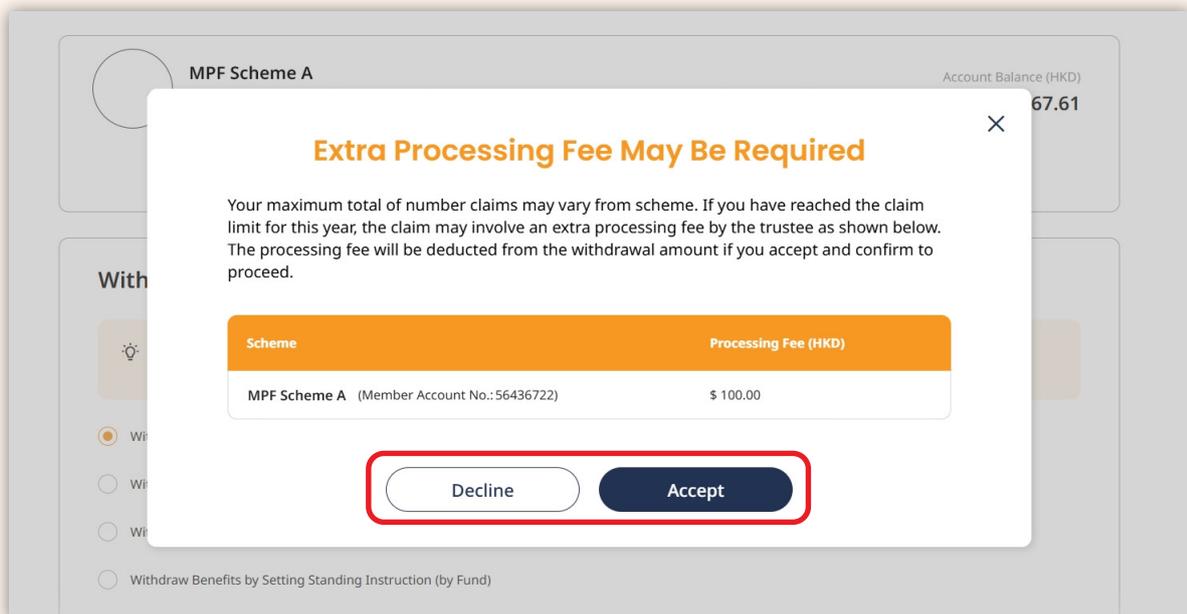
Withdraw Benefits by Setting Standing Instruction

Withdraw Benefits by Setting Standing Instruction (by Fund)

Back Save Progress **Next**



Tips: If your withdrawal request involves processing fee by your trustee, there will be a reminder. Please click **Accept** to continue or click **Decline**.



Extra Processing Fee May Be Required

Your maximum total of number claims may vary from scheme. If you have reached the claim limit for this year, the claim may involve an extra processing fee by the trustee as shown below. The processing fee will be deducted from the withdrawal amount if you accept and confirm to proceed.

Scheme	Processing Fee (HKD)
MPF Scheme A (Member Account No.: 56436722)	\$ 100.00

Decline **Accept**

ii) Permanent Departure from Hong Kong



Remarks: Scheme members who have previously withdrawn their MPF on the ground of Permanent Departure from Hong Kong will not be paid again for all subsequent applications on the same ground with a later departure date.

A6 Fill in the **Overseas / Other Places Settlement Information** and click **Next**.

Overseas / Other Places Settlement Information

Please provide your overseas / other places settlement information below. The information will be used as supporting information for processing your claim and tax jurisdiction checking only.

✓ **Overseas / Other Places Address**

Place Permitted to Reside other than Hong Kong

Residential Address

Country / Region: Mainland City: ShenZhen

Floor (e.g. please input "12/F"): 2 Floor: Floor

Block / Tower / House / Others: 1 Building: ABC Building

Street (street no. and street name): 123 Road District: Others

Postal Code: 518052

✓ **Overseas / Other Places Contact Information**

Email Address: chantaiman@abc.com

Contact No.: +86 12345678910 Fax No.:

✓ **Departure Details**

Departure Reason(s): Family reunion

Departure Date (DD/MM/YYYY): 31/05/2025 Residing country / region on Statutory Declaration: Mainland

Back Save Progress **Next**

A7 If the Overseas/ Other Places Settlement Information does not match with your tax residency, please click **Next** to update your **Common Reporting Standard Information** in next step. If you want to update the information later, please click **Skip** to go to **Step A8**.

Update Common Reporting Standard Information

Update Common Reporting Standard Information in Profile Management

The overseas / other places information you have provided does not match with your tax residency. Please update your Common Reporting Standard information in Profile Management.

Back **Skip** **Next**

iii) Small Balance / Terminal Illness / Total Incapacity

To make a claim on the grounds of **Small Balance / Terminal Illness / Total Incapacity**, please refer to the steps below:



Remarks: The following steps are also applicable to the claim on the grounds of reaching the age of 65, early retirement and permanent departure from Hong Kong.

A8 Select a payment method and fill in the payment information. Then, click **Next**.

The screenshot shows the 'Payment Method' step of the MPF withdrawal process. At the top, a progress bar indicates four steps: 1. Select Scheme & Account, 2. Payment Method (current step), 3. Upload Supporting Documents, and 4. Confirmation. Below the progress bar, the text reads 'You are claiming your MPF benefits (Small Balance (HKD))'. The main heading is 'Payment Method'. Under 'Payment Details', there is a note: 'Please select one of the following payment methods and fill in the required information to receive your benefits.' Two options are presented: 'Bank Transfer' (selected) and 'Cheque'. The 'Bank Transfer' section includes a warning: 'You must be the bank account holder. Payment to a third party account is not accepted. Please also ensure the below Bank Account Holder Name matches with your bank record in order to proceed with your instruction. If record is not matched, the payment instruction may not be accepted by your designated bank.' There are radio buttons for 'Local Bank' (selected) and 'Overseas Bank/Other Places Bank'. Below are input fields for 'Bank Code' (123), 'Branch No.' (012), 'Bank Name' (Bank A), 'Bank Account Holder Name' (Chan Tai Man), and 'Bank Account No.' (123456789). At the bottom, there are three buttons: 'Back', 'Save Progress', and 'Next' (highlighted with a red box).



Tips:

Payment by Cheque: The cheque will be posted to the correspondence address in your **eMPF** record.

Bank Transfer: You must be the bank account holder. Payment to a third party account is not accepted.

A9 Upload the supporting document(s) shown on the page and then click **Next**.

The screenshot shows the 'Upload Supporting Documents' step of the MPF withdrawal process. At the top, a progress bar indicates four steps: 1. Select Scheme & Account, 2. Payment Method, 3. Upload Supporting Documents (current step), and 4. Confirmation. Below the progress bar, the text reads 'You are claiming your MPF benefits (Small Balance (HKD))'. The main heading is 'Upload Supporting Documents'. There is a note: 'Please upload the supporting document(s) as shown below. Certified true copy (CTC) or original copy may be required for certain documents. Please submit it in person or by post to the designated P.O. box if applicable.' A document titled 'The Statutory Declaration Form on Small Balance [Form MPF(S) -W(SD3)]' is shown with a green checkmark. Below it is a dashed box for file upload with the text: 'You may drag and drop the file here or click [here](#) to select your file. You can only upload 5 file (up to 10MB) in jpg, jpeg, png, tiff, pdf, doc, docx format at a time.' A file named 'Supporting Document.pdf' (1.04 MB) is shown below the upload area. At the bottom, there are two buttons: 'Back' and 'Next' (highlighted with a red box).



Remarks: The requirement on supporting document is different depending on your claim reason.

A. Withdraw your MPF Benefits

A10 Review the information and click **Submit**

1 Select Scheme & Account 2 Payment Method 3 Upload Supporting Documents 4 Confirmation

You are claiming your MPF benefits (Small Balance (HKD))

Confirmation

Step 1 - Select Scheme & Account

✓ Selected Account Details

MPF Scheme A Account Balance (HKD)
\$3,467.61

Trustee: Trustee A | Account Type: Personal Account | Member Account No.: 56436722

Edit

Step 2 - Payment Method

✓ Payment Details

Payment Method

Local Bank

Bank Code: 123 | Branch No. (3 characters, alphabet and number only): 012

Bank Name: Bank A

Bank Account Holder Name (accept English only): Chan Tai Man | Bank Account No.: 123456789

Edit

Step 3 - Upload Supporting Documents

✓ The Statutory Declaration Form on Small Balance [Form MPF(S) -W(SD3)]

Supporting Document.pdf | 1.04 MB

Edit

Back Submit

A11 Read the Terms and Conditions and click **Accept**

Terms and Conditions

By clicking the "Accept" button below, you confirm that: 1/ the information given in this application is correct and complete; 2/ you understood once your application is submitted, it could not be withdrawn; and 3/ you have read and agree to be bound by the Terms & Conditions below.

Decline Accept

A12 The claim request has been successfully submitted. We will send you the result once it is available via email or SMS.

Withdrawal Request Submitted

Reference No.: WGD15089480004413 | Submission Date & Time: 28/05/2025, 10:41

Your withdrawal request has been submitted. We will notify you the status of your Withdrawal request by your designated communication channel. You may also check the status on the "My Record" page. To make sure we are able to keep in touch with you, please be reminded to review and update your contact information on the "Profile Management > eMPF Account Management" page.

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, Cheungam Golden Plaza, No. 77 Mody Road, Tam She Tai East, Kowloon

New Territories
Suite 182A, 18/F, Tower 2, Nina Tower, No. 8 Young Lok Road, Tsuen Wan, New Territories

Back to Home View submission status

B. Withdraw Voluntary Contributions

If you would like to withdraw voluntary contributions from your MPF accounts, please follow the steps below.



Remarks: Withdrawal of voluntary contributions is subject to the governing rules of individual scheme.

B1 Log in to the **eMPF** Web Portal.

B2 Click **“Manage MPF”** on the menu bar and select **“Withdraw Benefits”**. Then select **“Withdrawal of Voluntary Contributions”**.

B. Withdraw Voluntary Contributions

B3 Select the **account(s)** and click **Next**. You may select multiple accounts.

1 Select Scheme & Account 2 Withdrawal Instruction 3 Payment Method 4 Confirmation

You are applying **Withdrawal of Voluntary Contributions**

Select Scheme & Account

Please select the MPF account(s) you would like to withdraw voluntary contributions.

MPF Scheme A ✓

Since 08/08/2024 | Member Account No.: 56449971 | Latest Constituent Fund Price Date: 18/09/2025

Account Type
Personal Account

Account Status
Active

Balance of Voluntary Contributions (HKD)
\$ 297.06

💡 This scheme involves an extra processing fee by the trustee. Please refer to your scheme brochure for details.

Account Details

MPF Scheme B

Since 26/04/2024 | Member Account No.: 56440791 | Latest Constituent Fund Price Date: 08/01/2026

Account Type
Special Voluntary Contribution Account

Account Status
Active

Balance of Voluntary Contributions (HKD)
\$ 10,680.17

💡 This scheme involves an extra processing fee by the trustee. Please refer to your scheme brochure for details.

Account Details



Tips: If your withdrawal request involves processing fee by your trustee, there will be a reminder. Please click **Accept** to continue or click **Decline**.

MPF Scheme A Account Balance (HKD) 67.61

Extra Processing Fee May Be Required

Your maximum total of number claims may vary from scheme. If you have reached the claim limit for this year, the claim may involve an extra processing fee by the trustee as shown below. The processing fee will be deducted from the withdrawal amount if you accept and confirm to proceed.

Scheme	Processing Fee (HKD)
MPF Scheme A (Member Account No.:56436722)	\$ 100.00

B. Withdraw Voluntary Contributions

B4 Fill in the withdrawal details and click **Next** .

The screenshot shows the 'Withdrawal Instruction' step of a four-step process. The progress bar at the top indicates steps: 1. Select Scheme & Account, 2. Withdrawal Instruction (current), 3. Payment Method, and 4. Confirmation. Below the progress bar, it states 'You are applying Withdrawal of Voluntary Contributions'. The main heading is 'Withdrawal Instruction'. There are two main sections: 'MPF Scheme A' and 'Withdrawal Details'. The 'MPF Scheme A' section shows 'Trustee: Trustee A', 'Account Type: Personal Account', 'Member Account No.: 56449971', and a 'Balance of Voluntary Contributions (HKD)' of '\$ 297.06'. Below this is a link 'View My Account Portfolio'. The 'Withdrawal Details' section has three radio button options: 'Withdraw All Voluntary Contributions' (selected), 'Withdraw Part of the Voluntary Contributions', and 'Withdraw by Percentage of Each Fund'. At the bottom, there are 'Back' and 'Next' buttons, with 'Next' highlighted by a red box.

B5 Select a payment method and fill in the payment information. Then, click **Next** .

The screenshot shows the 'Payment Method' step of a four-step process. The progress bar at the top indicates steps: 1. Select Scheme & Account, 2. Withdrawal Instruction, 3. Payment Method (current), and 4. Confirmation. Below the progress bar, it states 'You are applying Withdrawal of Voluntary Contributions'. The main heading is 'Payment Method'. There is a 'Payment Details' section with a note: 'Please select one of the following payment methods and fill in the required information to receive your voluntary contributions.' There are two options: 'Bank Transfer' (selected, highlighted with an orange border) and 'Cheque'. Below the 'Bank Transfer' option, there is a 'Bank Transfer' section with a warning: 'You must be the bank account holder; Payment to a third party account is not accepted. Please also ensure the below Bank Account Holder Name matches with your bank record in order to proceed with your instruction. If record is not matched, the payment instruction may not be accepted by your designated bank.' There are two radio button options: 'Local Bank' (selected) and 'Overseas Bank/Other Places Bank'. Below these are input fields for 'Bank Code' (123), 'Branch No. (3 characters, alphabet and number only)' (012), 'Bank Name' (Bank A), 'Bank Account Holder Name (accept English only)' (Chan Tai Man), and 'Bank Account No.' (123456789). At the bottom, there are 'Back' and 'Next' buttons, with 'Next' highlighted by a red box.



Tips:

Payment by Cheque: The cheque will be posted to the correspondence address in your **eMPF** record.

Bank Transfer: You must be the bank account holder. Payment to a third party account will not be accepted.

B. Withdraw Voluntary Contributions

B6 Review the information and click **Submit**.

The screenshot shows a four-step process: 1. Select Scheme & Account, 2. Withdrawal Instruction, 3. Payment Method, and 4. Confirmation. The current step is Confirmation, titled "Confirmation". Below the title, it says "You are applying Withdrawal of Voluntary Contributions".

Step 1 - Select Scheme & Account

Selected Account Details

MPF Scheme A
Trustee: Trustee A | Account Type: Personal Account | Member Account No.: SG449971
Balance of Voluntary Contributions (HKD) **\$ 297.06**

Edit

Step 2 - Withdrawal Instruction

Withdrawal Details

Withdrawal Option
Withdraw All Voluntary Contributions

Edit

Step 3 - Payment Method

Payment Details

Payment Method
Local Bank

Bank Code: 123 | Branch No. (3 characters, alphabet and number only): 012

Bank Name: Bank A

Bank Account Holder Name (accept English only): Chan Tai Man | Bank Account No.: 123456789

Edit

Back Submit

B7 Read the Terms and Conditions and click **Accept**.

Terms and Conditions

By clicking the "Accept" button, you confirm that: 1/ the information given in this application is correct and complete; 2/ you understand once your application is submitted, it could not be withdrawn; and 3/ you have read and agree to be bound by the Terms & Conditions below.

Decline Accept

B8 The withdrawal request has been successfully submitted. We will send you the result once it is available via email or SMS.

Voluntary Contributions Withdrawal Request Submitted

Reference No.: WGD150893900044074 | Submission Date & Time: 23/05/2025, 17:42

Your voluntary contribution withdrawal request has been submitted. We will notify you when the process is completed. You may also check the status on the "My Record" page.

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

Back to Home View submission status

C. Withdraw Suspense Account Balance of Self-employed Persons

If you have a self-employed person account and would like to apply for refund of your suspense account balance, please follow the steps below.



Tips: Suspense account is holding excess amount of your payment to contributions.

C1 Log in to the **eMPF** Web Portal.

Register | Activate

Log in to eMPF

Member | Employer

Continue with IAM Smart

or

Login ID Type

Username eMPF ID

chantaiman123 Forgot Username?

***** Forgot Password?

Remember Me Forgot Password?

Login

C2 Select **“Withdraw Benefits”** under **“Manage MPF”** on the menu bar, then select **“Refund of Suspense Account Balance”**.

eMPF 積金易

Home | MPF Account Enrolment | **Manage MPF** | Contributions

Welcome, ***** MAN

eMPF ID: **0000865**

My Portfolio

- Investment
- Transfer MPF
- Withdraw Benefits**
- Change Contribution Frequency and/or Amount

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 (TVG) upon reaching the age of 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 payment of contributions in excess of the amount required for settling your contributions. You may apply for refund of your suspense account balance anytime.

C. Withdraw Suspense Account Balance of Self-employed Persons

C3 Select the **account(s)** and click **Next**. You may select multiple accounts.

The screenshot shows the 'Select Scheme & Account' step of a three-step process. The progress bar at the top indicates step 1 is active. The page title is 'Select Scheme & Account' and the subtitle is 'You are applying refund of suspense account balance'. Below the title, there is a note: 'Please select the MPF account(s) you would like to apply for refund of reserve account balance. Please note that all the reserve account balance under your selected account(s) will be refunded in full upon submission of this request'. A tip icon indicates: 'If you would like to withdraw your Special Voluntary Contributions, please go to "Withdraw Benefits > Withdrawal of Voluntary Contributions" page instead.' Two MPF schemes are listed: 'MPF Scheme A' with a balance of \$2,001.97 and 'MPF Scheme B' with a balance of \$200,944.13. The 'Next' button is highlighted with a red border.

C4 Select a payment method and fill in the payment information, then click **Next**.

The screenshot shows the 'Payment Method' step of a three-step process. The progress bar at the top indicates step 2 is active. The page title is 'Payment Method' and the subtitle is 'You are applying refund of suspense account balance'. Below the title, there is a note: 'Please select one of the following payment methods and fill in the required information for refund arrangements. Please refer to the "i" box for the details of receive the payment by cheque.' Two options are shown: 'Bank Transfer' (selected) and 'Cheque'. Under 'Bank Transfer', there are radio buttons for 'Local Bank' (selected) and 'Overseas Bank/Other Places Bank'. Below these are input fields for 'Bank Code' (123), 'Branch No.' (012), 'Bank Name' (Bank A), 'Bank Account Holder Name' (Chan Tai Man), and 'Bank Account No.' (123456789). The 'Next' button is highlighted with a red border.



Tips:

Payment by Cheque: The cheque will be posted to the correspondence address in your **eMPF** record.

Bank Transfer: You must be the bank account holder. Payment to a third party account will not be accepted.

C. Withdraw Suspense Account Balance of Self-employed Persons

C5 Review the information and click **Submit**.

The screenshot shows a three-step process: 1. Select Scheme & Account, 2. Payment Method, and 3. Confirmation. The current step is Confirmation, titled "Confirmation". Below the title, it says "You are applying refund of suspense account balance".

Step 1 - Select Scheme & Account

Selected Account Details

MPF Scheme A
Trustee: Trustee A | Account Type: Self-Employed Person | Member Account No.: 10001003
Reserve Account Balance (HKD) **\$ 2,001.97**

Step 2 - Payment Method

Payment Details

Local Bank

Bank Code: 123 | Branch No. (3 characters, alphabet and number only): 012
Bank Name: Bank A
Bank Account Holder Name (accept English only): Chan Tai Man | Bank Account No.: 123456789

Buttons: Back, Submit (highlighted with a red box)

C6 Read the Terms and Conditions and click **Accept**.

Terms and Conditions

By clicking the "Accept" button below, you confirm that: 1/ the information given in this application is correct and complete; 2/ you understand once your application is submitted, it could not be withdrawn; and 3/ you have read and agree to be bound by the Terms & Conditions below.

Buttons: Decline, Accept (highlighted with a red box)

C7 The refund request has been successfully submitted. We will send you the result once it is available via email or SMS.

Refund Request Submitted

Reference No.: WGD2608949000045302 | Submission Date & Time: 02/06/2025, 09:40

Your refund request has been submitted.
We will notify you when the refund has been settled. You may also check the status on the 'My Record' page.

- 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

Buttons: Back to Home, View submission status (highlighted with a dark blue box)

- End -