

eMPF™ Deactivation and Reactivation



**Mobile App
User Guide**

Preface

This user guide provides step-by-step instructions on how a scheme member can deactivate and reactivate eMPF™ on the eMPF Mobile App. All screenshots are for illustration purposes only. The actual design of the app 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 1204-6, 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: 1.2

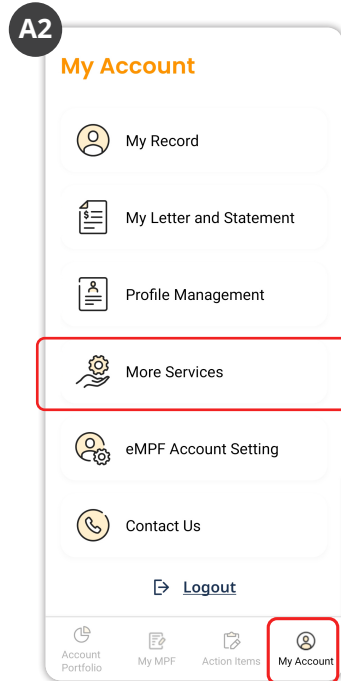
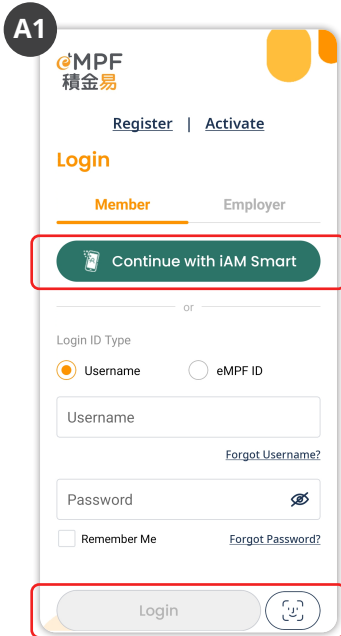
Date : 27 Mar, 2026

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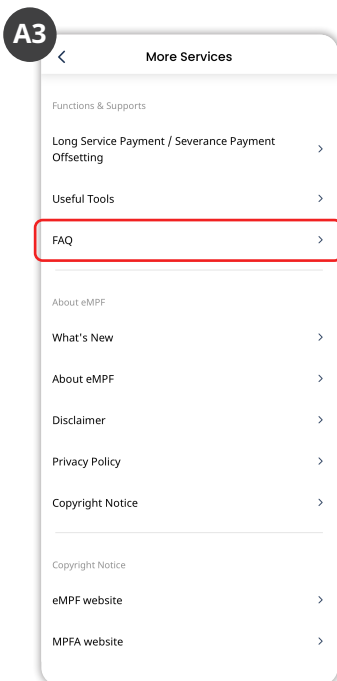
A. Deactivate eMPF™

If you would like to temporarily suspend your eMPF, please follow the steps below to access the relevant link.

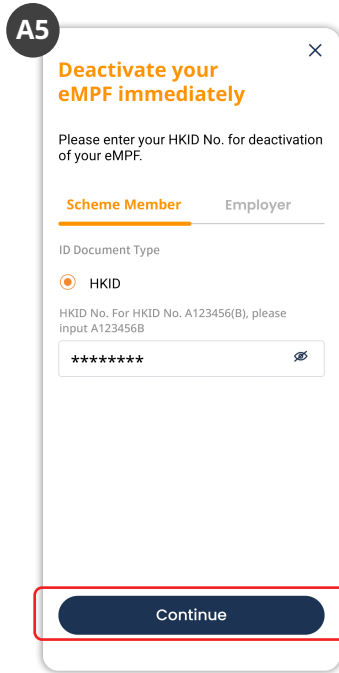
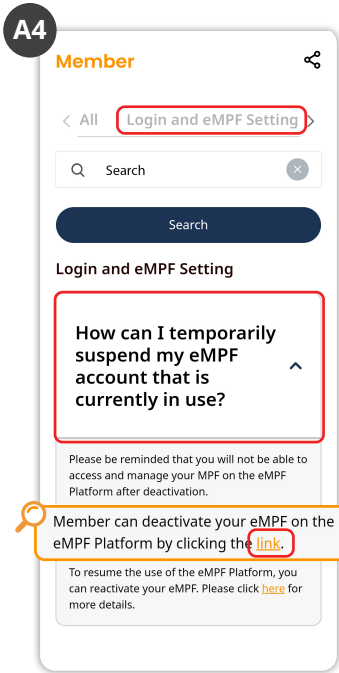


A1 Log in to the eMPF Mobile App.

A2 Tap "My Account" on the menu bar, then tap "More Services".

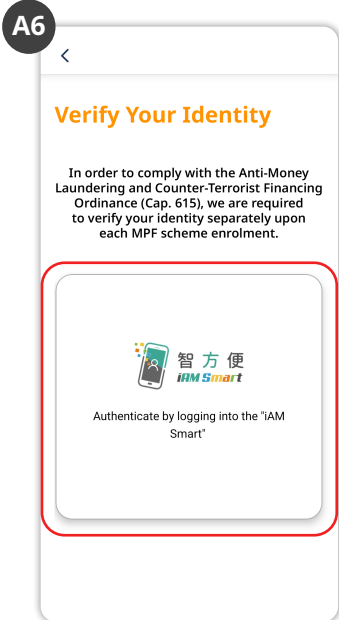


A3 Tap "FAQ".



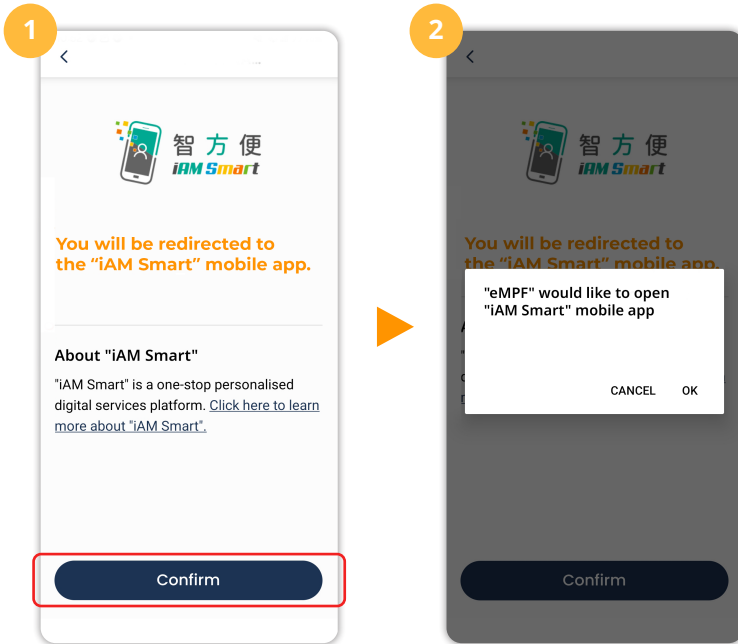
A4 Select **“Login and eMPF Setting”**, scroll down to expand the question **“How can I temporarily suspend my eMPF account that is currently in use?”**. Click **“link”** to deactivate your eMPF.

A5 Fill in HKID and tap **Continue**.



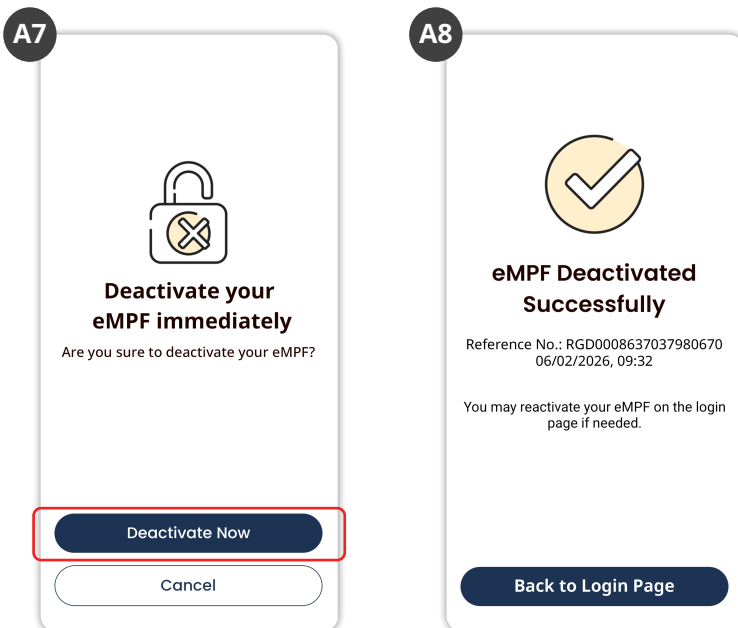
A6 Please verify with **“iAM Smart”**.

Verify with "iAM Smart"



- 1 Download the "iAM Smart" mobile app to your smartphone and register as an "iAM Smart" user.
- 2 Follow the instructions and perform the subsequent steps as indicated on your "iAM Smart" mobile app.

▶ Continue the Deactivation Process via eMPF Mobile App

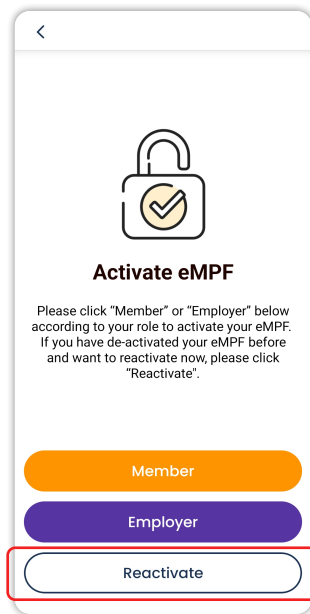
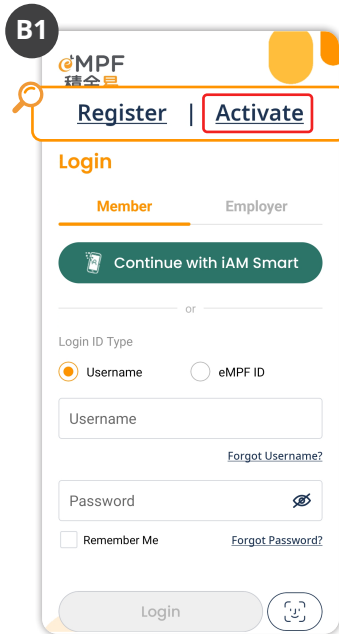


- A7 Tap **Deactivate Now** to proceed with eMPF deactivation.
- A8 Your eMPF has been deactivated successfully.

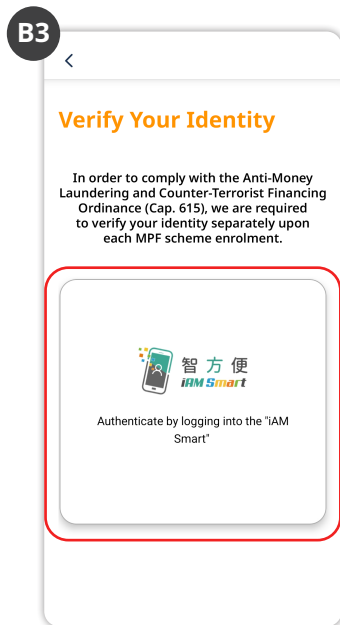
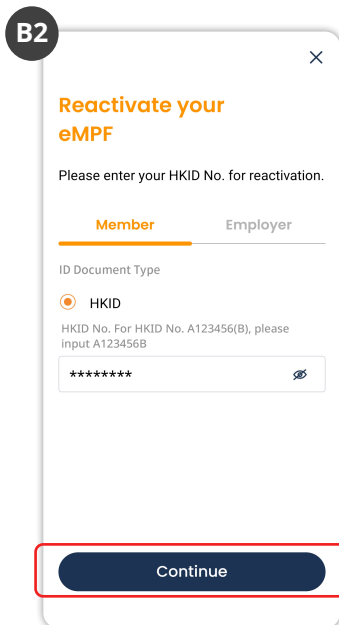
Remarks: After deactivating eMPF, please submit MPF instructions using paper forms. If you are unable to deactivate eMPF, please visit any of the eMPF Service Centres in person and present your identity documents for further assistance.

B. Reactivate eMPF™

If you wish to reactivate your eMPF after deactivation, please follow the steps below.



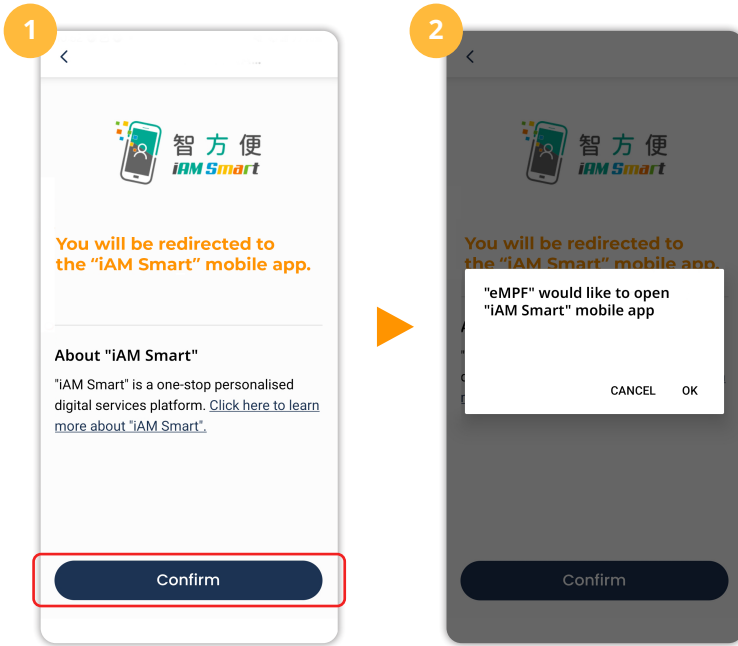
B1 Tap **"Activate"** on the Login page of eMPF Mobile App, then tap **Reactivate**.




B2 Fill in HKID and click **Continue**.

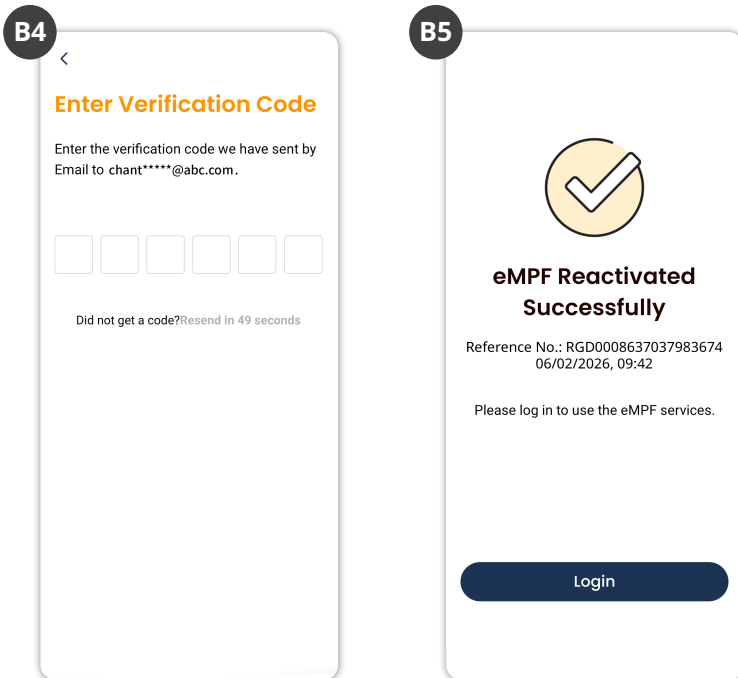
B3 Please verify with **"iAM Smart"**.

Verify with "iAM Smart"



- 1 Download the **"iAM Smart"** mobile app to your smartphone and register as an **"iAM Smart"** user. 
- 2 Follow the instructions and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.

▶ Continue the Reactivation Process via eMPF Mobile App



- B4 Enter the verification code sent to your email or SMS to proceed with **eMPF** reactivation.
- B5 Your **eMPF** has been reactivated successfully, you can log in to **eMPF** to manage your MPF now.

- End -