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eMPF Platform



Quick Tips for Self-employed Persons

 Register for the
One-stop platform
to  manage your
MPF with ease! 



What is eMPF™?

The eMPF Platform (eMPF) is a one-stop digital platform that aims to **standardize**, **streamline** and **automate** the administration processes of different MPF schemes, thereby making it simpler and more convenient for scheme members and employers to manage their MPF schemes, with a view to enhancing operational efficiency and reducing administration costs.

MPF trustees and their respective schemes will be progressively onboarded to the eMPF, and the administration of the schemes that are already onboarded will be performed by the eMPF instead of the MPF trustees.

When the eMPF is launched, **employers**, **scheme members** and **self-employed persons** will be able to view and manage all their MPF accounts on the one-stop online platform at any time, anywhere.



Launch Schedule of the eMPF

All MPF trustees and their respective MPF schemes will be onboarded by phases to the eMPF starting from June 2024. After receiving the notification from your MPF trustee, please register for your eMPF according to the date specified on the notification.



Onboarding Schedule of each Trustee and their Respective MPF Schemes

Once you have successfully registered for eMPF, you will be able to log in and start using the eMPF via either its Web Portal or Mobile App.



Following the onboarding of MPF schemes on the eMPF, the Platform will perform all MPF-related administrative instructions under the schemes for you. You should **NOT** submit any instructions to respective trustees by then. Please refer to trustee notice or enquire with your trustee to learn more about the transitional operating arrangements for each trustee.

3-Step Registration

3 simple steps are all it takes to register for your eMPF™ within a few minutes. You can visit the eMPF Website at www.empf.org.hk or download the eMPF Mobile App for registration. Please have the following items ready for smooth registration:

- A valid mobile phone number and email address (optional) for receiving one-time passcode for verification and activation notification
- Registered "iAM Smart" account

Download
eMPF Mobile App



Use a valid mobile phone number and email address (optional) when you register for your eMPF which will ensure that you are able to receive notification from the eMPF via your preferred way of communication.

Registration Steps

1 Verify Identity via registered "iAM Smart"

Select "Member" on the registration page, and verify your identity via "iAM Smart" mobile app.



Before your scheme's onboarding to the eMPF, ensure that your name in the trustee's record matches the name on your ID document. Contact your trustee to correct it, if necessary.



Authenticate by logging into the "iAM Smart"

2 Enter Personal Information



Fill in your personal information, including your mobile phone number, email address, correspondence address and preferred way of communication, then click "Submit".

3 Create eMPF Username & Password

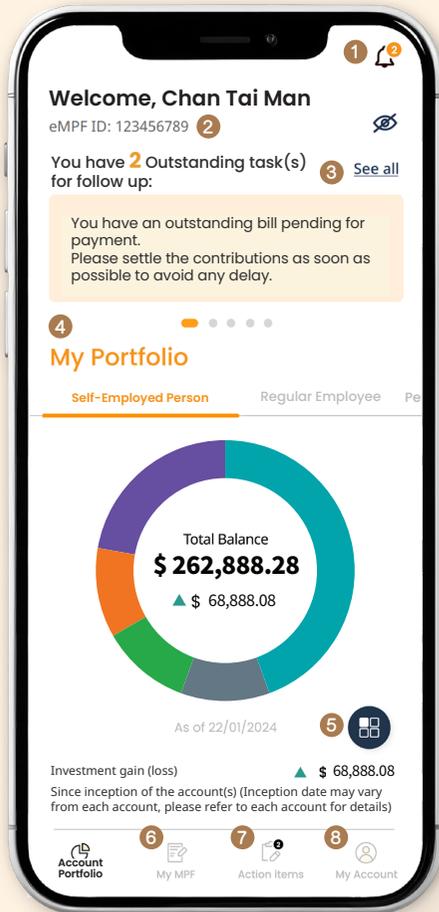
You will receive an eMPF ID immediately. Click "Activate Now" to create your username and password for eMPF login.



Please be reminded that the account details will only be available on the eMPF after the scheme has been onboarded.



eMPF™ Mobile App Function



1 Notification

2 Scheme Member Name & eMPF ID

3 View all Action Items

You can view contribution reminders and pending applications here, including

- Saved application pending for submission
- Pending bill payment
- Other applications prepared by MPF Intermediaries/ Representative

4 MPF Portfolio Overview

You can swipe to left and right here to view all your MPF accounts overview, balances, investment gains or losses, etc.

5 Edit Quick Link



You can edit or remove the quick links to be shown on the homepage here, including:

- Fund switching
- My letter and statement
- Investment of future contributions
- Personal accounts consolidation
- Transfer after termination of employment/SEP account transfer
- MPF account enrolment
- My record

6 My MPF

You can manage all MPF schemes here, including:

- Enrol an MPF account
- Make one-time voluntary contributions
- Investment (fund switching/ fund rebalancing/ change future investment mandate)
- Transfer MPF
- Withdraw benefits

7 Action Items

8 My Account

You can update your eMPF settings or manage MPF account information here. You can also find your letters and statements here.



The digital services on the eMPF are available in both Web Portal and Mobile App. Explore now!

Tips for Using the eMPF Platform

Open an MPF Account

You will have to enrol yourself into an MPF scheme and open an SEP account within the **first 60 days** of becoming an SEP. If your preferred MPF scheme has already been onboarded the eMPF™, you will be able to open an SEP account **online** via the eMPF.

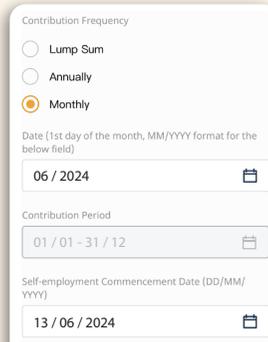
1 Tap

My MPF > MPF Account Enrolment
on the eMPF homepage menu bar



and select "Self-Employed Person (SEP) Account". Select your preferred MPF scheme, and follow the on-screen instructions to complete identity verification via "iAM Smart" mobile app. Fill in your business and personal information.

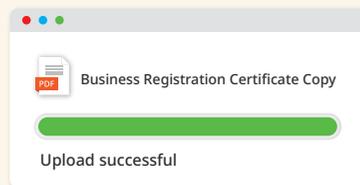
2 Indicate your investment choice and enter your contribution details, including choosing your contribution frequency (yearly or monthly) and declaring your relevant income.

A screenshot of the eMPF contribution details screen. It features three radio buttons for 'Contribution Frequency': 'Lump Sum', 'Annually', and 'Monthly' (which is selected). Below this is a date field for 'Date (1st day of the month, MM/YYYY format for the below field)' with the value '06 / 2024'. Another date field for 'Contribution Period' shows '01 / 01 - 31 / 12'. A third date field for 'Self-employment Commencement Date (DD/MM/YYYY)' shows '13 / 06 / 2024'. Each date field has a calendar icon to its right.

3 Select a payment method.



4



Finally, upload the required supporting documents shown on the screen. Review and confirm the information you provided. Then, you are all set!



Making Contributions

● Update Relevant Income

You are required to declare your relevant income at least **30 days** before the end of each financial year of your MPF scheme. To update your relevant income declaration via the eMPF™, please:

1

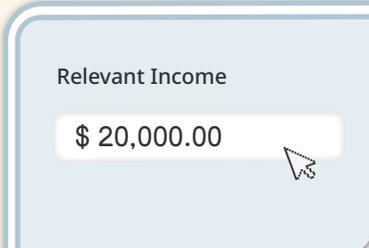
Log in to eMPF Mobile App and tap



on the menu bar, select the scheme to view your Self-employed Person Account details.

2

Tap **Declare Relevant Income** to update your relevant income amount.



● Make Payment

- You will have to make your MPF contributions **regularly** based on your selected contribution frequency.

You are highly recommended to set up Direct Debit Authorization and select Direct Debit as your default payment method, to authorize your regular contributions to be automatically paid on time in a convenient and efficient way.



- If you have chosen other payment methods for your **regular** MPF contributions,

- Step 1** After login, scroll to select "Self-Employed Person" tab under My Portfolio on the homepage
- Step 2** Select the respective scheme and tap "Contribution Record" tab
- Step 3** Tap "Select and Pay" and select your preferred payment to fill in the payment details and upload supporting documents (e.g. contribution receipt)
- Step 4** Be redirected to the corresponding e-Payment platform (if applicable), or pay the contributions with your selected payment method.



After completing the first payment, your most recent contribution payment details will be pre-populated on the eMPF (including the contribution amount, payment method, etc.) for your convenience when you edit and make your next contribution!

● Check Past MPF Contribution Records

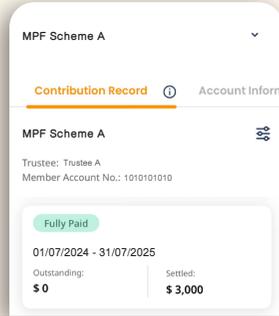
1

You can swipe left or right on the homepage and select the MPF scheme under the "Self-Employed Person" tab.



2

Then check the details of the settled contributions in the "Contribution Record" tab.



Change of Investment Mandate

You can adjust the investment portfolio of your existing account balance, or set a new fund allocation instruction for future contributions via the eMPF™.

Simply tap "My MPF > Investment" on the eMPF homepage menu bar, and follow the instructions on the screen to select "Investment of the Existing Account Balance" or "Investment of Future Contributions".



**MPF Investment - Mobile App User Guide
(Scheme Members)**

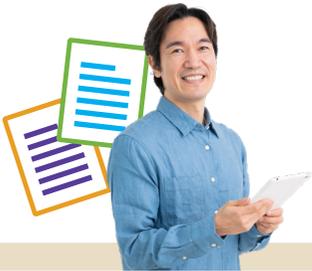


Transfer of MPF Benefits & MPF Accounts Consolidation

With the one-stop eMPF™, you will be able to transfer your SEP Account or Tax Deductible Voluntary Contributions (TVC) account to other schemes at any time. Simply tap “My MPF > Transfer MPF” on the eMPF homepage menu bar to start submitting administrative instructions for “**Transfer After Termination of Employment / Self-employed Person Account Transfer**”, or “**Transfer of Tax Deductible Voluntary Contributions**”.

You can only submit your transfer instructions on the eMPF after the new scheme and original scheme have been onboarded the Platform. If the relevant scheme has yet to be onboarded the eMPF, you will be reminded to submit the hardcopy of your application.

Original Scheme with Transfer-Out Account	New Scheme with Transfer-in Account	Method of Submitting Administrative Instructions
✔ Onboarded	✘ Not Yet Onboarded	Submit the hardcopy application form to transfer-in trustee
✘ Not Yet Onboarded	✔ Onboarded	Submit the hardcopy application form to the eMPF
✔ Onboarded	✔ Onboarded	Submit online application via eMPF



Termination of Self-employment Status

If you are no longer self-employed, tap “My Account > Profile Management > MPF Account Management” on the menu bar, select the respective scheme and tap “Report Cessation of Self-employment” to update your self-employment status termination date.

Remember to make your final contributions!



Enquiry and Support

Online Information



eMPF Website



FAQs



eMPF User Guides
and Tutorial Videos

Customer Enquiries

eMPF Customer Service Hotline	183 2622
Email	enquiry@support.empf.org.hk
eMPF Service Centre Online Booking System	www.empf.org.hk

eMPF™ Service Centres

Addresses	<p>Hong Kong Island Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong</p> <p>Kowloon Suites 1204-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon</p> <p>New Territories Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories</p>
Business Hours	<p>Monday to Friday 9 am to 6 pm Saturday 9 am to 1 pm Closed on Sundays and public holidays</p>

If you require in-person assistance at the eMPF Service Centre, you can book a service time slot within the next 90 days via the eMPF online booking system available on the eMPF website. Alternatively, you may also call the eMPF Customer Service Hotline to book an appointment.





eMPF™ Customer Service Hotline : 183 2622

eMPF Website : www.empf.org.hk

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