

# **Prepare MPF Applications for Scheme Members**



**eMPF Assistant  
Portal  
User Guide**

# Preface

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This user guide provides step-by-step instructions on how an MPF intermediary or representative (e.g. family members of a scheme member) can prepare MPF applications for scheme members 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:

<b>eMPF Customer Service Hotline</b>	183 2622
<b>Email</b>	enquiry@support.empf.org.hk
<b>eMPF Service Centre</b>	<b>Hong Kong Island</b> Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong
	<b>Kowloon</b> Suites 1204-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon
	<b>New Territories</b> Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories
	<b>Opening Hours</b> 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: 1.3

Date : 6 Feb, 2026

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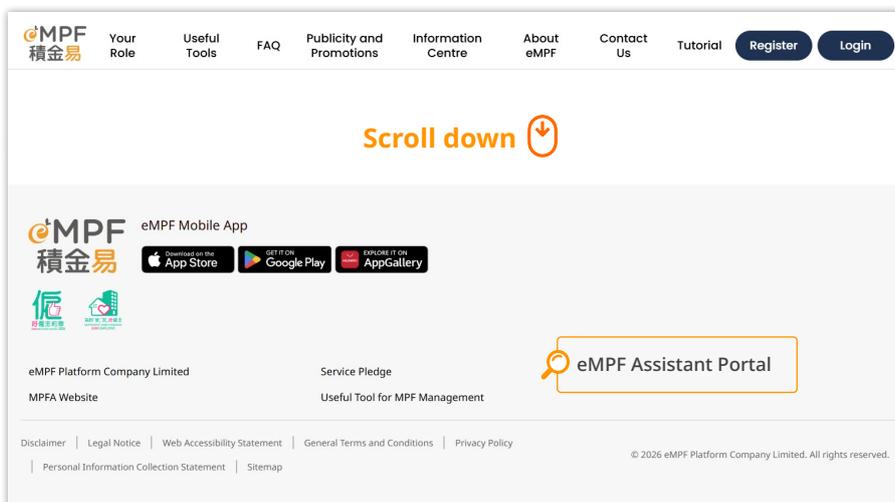
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## A) Prepare MPF Applications by MPF Intermediaries/Representatives

As an MPF intermediary or representative (e.g. family members of a scheme member), you can assist the scheme member to prepare MPF applications via the **eMPF™ Assistant Portal** such as MPF account enrolment and MPF Transfer, after the MPF scheme is onboarded the **eMPF Platform**. The scheme member will then be able to review and submit the application on the **eMPF Platform**.

Please communicate clearly with the scheme members before preparing the applications for them. In addition, you will need to obtain their **eMPF ID** and **HKID No.** to complete the eForm.

- A1** Visit the **eMPF** website [www.empf.org.hk](http://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**.

The screenshot shows the 'Prepare MPF Applications for Others' form. The title is 'Prepare MPF Applications for Others' with a timer showing 59:59. The form is titled 'MPF Intermediary / Representative Information'. Under 'Your Identity', there are three radio button options: 'MPF Intermediary' (selected), 'Other (e.g. Relatives)', and 'For Internal Use'. Under 'Intermediary Information', there are input fields for 'Name of Intermediary' (Peter Chan), 'MPF Registration No.' (12345678), and 'Agent / Broker Code' (123123). Under 'Contact Information', there are input fields for 'Email Address (Optional)' (peterchan@abc.com) with a 'Verify' button, and 'Mobile No.' (+852 99765432) with a dropdown menu and a verification icon. At the bottom, there are 'Back' and 'Next' buttons, with 'Next' highlighted in a red box.



**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.

The screenshot shows the 'Prepare MPF Applications for Others' page with a 59:59 timer. The 'MPF Intermediary / Representative Information' section is active. Under 'Your Identity', the 'MPF Intermediary' radio button is selected. The 'Intermediary Information' section includes fields for 'Name of Intermediary' (Peter Chan), 'MPF Registration No.' (12345678), and 'Agent / Broker Code' (123123). The 'Contact Information' section includes 'Email Address (Optional)' (peterchan@abc.com) and 'Mobile No.' (+852 99765432). Both the email and mobile number fields have 'Verify' buttons next to them. 'Back' and 'Next' buttons are at the bottom.

(By MPF Intermediary)

The screenshot shows the 'Prepare MPF Applications for Others' page with a 59:59 timer. The 'MPF Intermediary / Representative Information' section is active. Under 'Your Identity', the 'Other (e.g. Relatives)' radio button is selected. The 'Contact Information' section includes 'Email Address (Optional)' (peterchan@abc.com) and 'Mobile No.' (+852 99765432). Both the email and mobile number fields have 'Verify' buttons next to them. 'Back' and 'Next' buttons are at the bottom.

(By Other)

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

Before you make MPF instructions for scheme member, please ensure the scheme member has already registered with **eMPF™**. If not, please select **Register eMPF**. Then, follow **Part A(i)** to complete **eMPF** registration for the scheme member first.

If the scheme member has already completed **eMPF** registration, you may select other **Application Type**. Depending on your identity type, the supported MPF applications include enrol MPF account, transfer MPF, claim MPF benefits, withdraw voluntary contributions, and claim MPF benefits for deceased member. Then, follow **Part A(ii)** to submit the instruction for the scheme member.

**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** (Selected)

**Employer**

**Member**

Register eMPF

Transfer MPF

Withdraw Voluntary Contributions

Enrol MPF Account

Claim MPF Benefits

Claim MPF Benefits for Deceased Member

Back Next

## i) eMPF Registration

**1** Fill in the scheme member's information, including personal information, contact information, address, and way of communication. Then click **Next**.

**eMPF Registration**

✓ Personal Information

Title:  Mr  Ms  Miss  Mrs  Dr  Other

Surname (English): Chan Given Name (English): Tai Man

Surname (Chinese): 陳 Given Name (Chinese): 太文

ID Document Type: HKID HKID No. For HKID No. A12345678, please input A12345678

Gender: Male Date of Birth (DD/MM/YYYY): 11/11/1980

✓ Contact Information

✓ Address

✓ Way of Communication

Back Next

**(Personal Information)**

**eMPF Registration**

✓ Personal Information

✓ Contact Information

Email Address (Optional): chantaiman123@abc.com

Telephone No.: +852 99123456 Secondary Telephone No. (Optional)

✓ Address

✓ Way of Communication

Back Next

**(Contact Information)**

(Address)

(Way of Communication)

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

3 The prepared application has been sent to scheme member. The scheme member will receive notification email or SMS to proceed with the eMPF™ registration.



**Tips:** Please remind the scheme member to follow **Part B(i)** to proceed with the eMPF registration on the eMPF Platform.

## ii) Other MPF Applications (Enrol MPF Account/ Transfer MPF/ Claim MPF Benefits/ Withdraw Voluntary Contributions/ Claim MPF Benefits for Deceased Member)

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

**Select Scheme**

✓ Scheme Details

Trustee: Trustee A | Scheme: MPF Scheme A

Total 14 Records

Back | **Next**

2 Select the respective eForm.

**eForms**

- Scheme Member's Request For Fund Transfer Form (M) Form
- Scheme Member's Request For Account Consolidation Form (C) Form
- Employee Choice Arrangement ("ECA") - Transfer Election Form (P) Form
- Scheme Member's Request For Transfer Of Tax Deductible Voluntary Contributions (T) Form

Back

3 Read the **Important Notice** and click **Confirm**.

**Important Notice**

The eMPF Assistant Portal does not support updating the contact information (such as mobile phone no., email and address) of the employer/scheme member. Please instruct the employer/scheme member to update these information on the eMPF Platform by themselves if required.

**Confirm**

4 Fill in the scheme member's **eMPF ID** and **HKID No.**, then click **Next**.

**Provide Applicant's Information**

Applicant's Information

eMPF ID: 123123123

Please provide the HKID No. of the applicant.

HKID No. For HKID No. A123456(B), please input A123456B

Back | **Next**

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

**eForms**

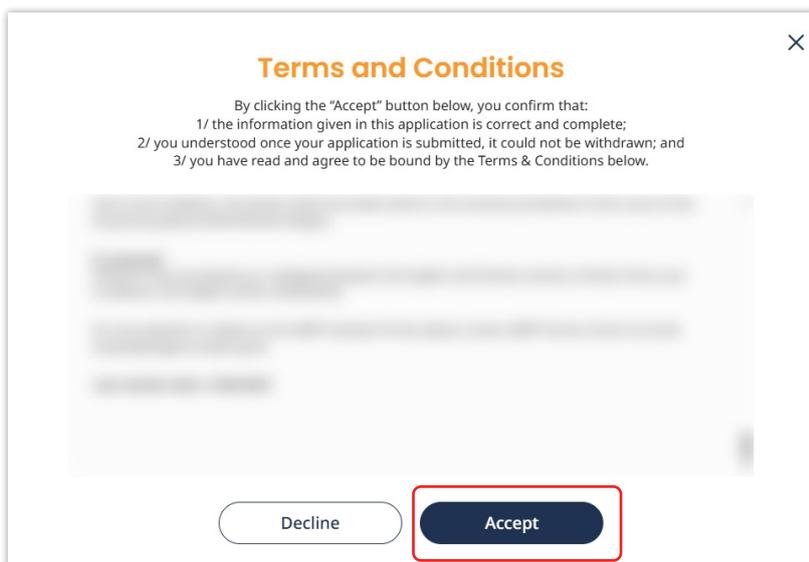
MPF 積金易

Back | **Next**

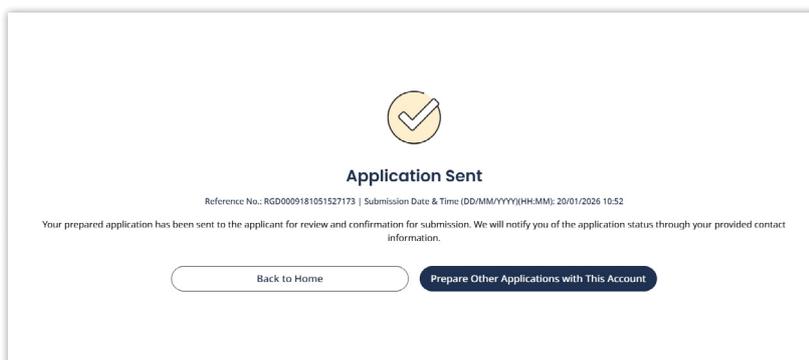


**Remarks:** Please verify the form carefully before submission. Once it has been submitted, you and the relevant scheme member are not allowed to edit any information.

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



7 The prepared application has been sent to the scheme member. The scheme member will receive notification email or SMS to review and accept the application.



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

## B) Accept and Submit MPF Applications by Scheme Members

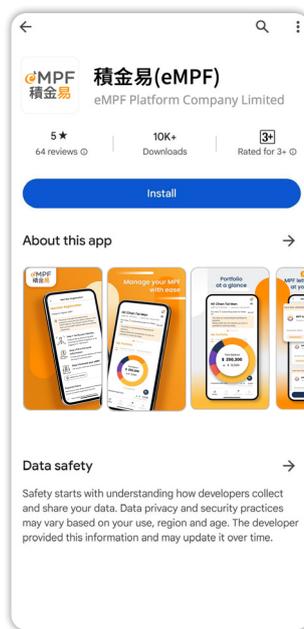
After you submitted the application, the respective scheme member will receive a notification via email or SMS. The following information will introduce how the scheme member can review and accept the application through **eMPF™ Mobile App**, including **(i) eMPF Registration** and **(ii) Other MPF Applications (Enrol MPF Account/ Transfer MPF/ Claim MPF Benefits/ Withdraw Voluntary Contributions/ Claim MPF Benefits for Deceased Member)**.

### i) eMPF Registration

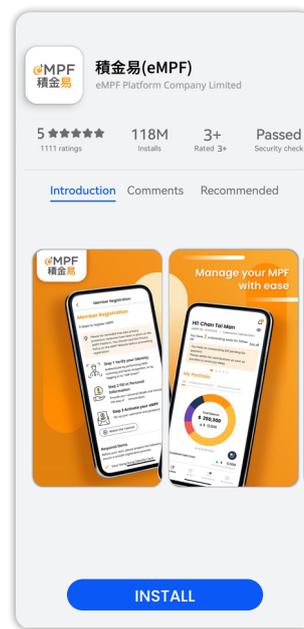
#### 1 Download the eMPF Mobile App.



(App Store)



(Google Play)



(Huawei AppGallery)



#### 2 Tap **Register** on the eMPF Mobile App.

3

## Registration for eMPF

Only a few steps to complete your eMPF registration. Please select your role.



### Member

Applicable to all MPF scheme members:

- Regular employees
- Casual employees
- Self-employed persons
- Personal account holders
- Tax-deductible voluntary contribution holders

4

Notice

assistance, you can visit the eMPF Service Centres during [opening hours](#). Alternatively, eMPF Ambassadors at eMPF Self-service Kiosks are available to offer support outside of the regular opening hours of the Service Centres. Click [here](#) for detailed information on the locations and service hours of the eMPF Self-service kiosks.

Otherwise, there is **no need for you to register at this time**, as before your scheme has onboarded the eMPF Platform, your MPF account information will not be available on the Platform and the Platform cannot provide service to you by handling scheme administration work.

**Reminder**

Please look out for the letter to be sent to you by your trustee around 2 to 3 months before the scheme gets onboard the Platform. You are reminded to pay special attention to the cut-off dates of various administrative instructions from your trustee. The onboarding date and registration details will also be provided in the letter. You can also visit the eMPF website [www.empf.org.hk](http://www.empf.org.hk) to check the date.

**Enquiries**

183 2622

eMPF Customer Service Hotline

**Continue**

[Leave](#)

3 Select **"Member"**.

4 Read the notice and tap **Continue**.

5

Member Registration

## Member Registration

3 steps for eMPF registration. Please read and get ready the required information before registration.

Please be reminded that data privacy protection measures have been in place on the eMPF Platform. You should read the Privacy Policy on the eMPF website before proceeding with registration.

**Step 1 Verify your Identity**  
Authenticate your identity using "IAM Smart" mobile app.

**Step 2 Fill in Personal Information**  
Provide your personal details and choose the way of communication.

**Step 3 Activate eMPF**  
Set up your username and password.

[Watch Tutorial Video](#)

**Required Items**  
Before you start, please prepare the following items to ensure a smooth registration process:

- ✓ Hong Kong Mobile No. (For receiving necessary one-time passcodes and communications via SMS)
- ✓ Email Address (Optional)
- ✓ Registered "IAM Smart" Account ([Download](#))

**Register**

[Continue with Existing Record](#)

6

Continue with Existing Record

To continue with the registration prepared by your MPF intermediary / Representative, please enter the Reference No. of the registration, and your email address or mobile no. registered by your MPF intermediary / Representative below.

Reference No.

123123123

Choose and enter your registered contact information to receive your one-time passcode for verification:

Registered Email

Email

Chantaiman@abc.com

Registered Mobile No.

**Send one-time passcode**

[Back](#)

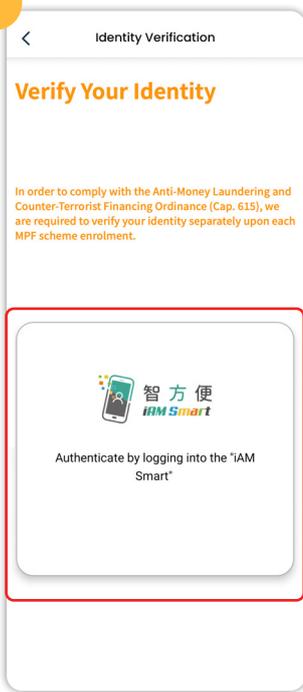
5 Tap **"Continue with Existing Record"**.

6 Input the **Reference Number** of the registration and perform one-time passcode verification.



**Tips:** The **Reference Number** of the registration is provided in the email/SMS notification sent to the scheme member earlier.

7

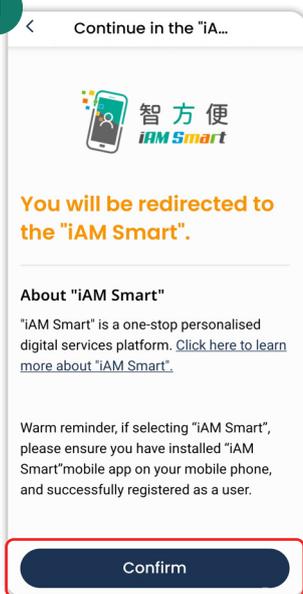


7

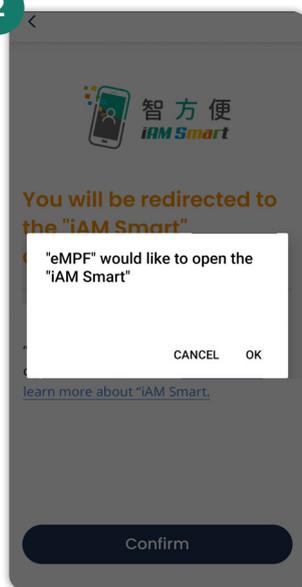
Please verify with **"iAM Smart"**.

## Verify with "iAM Smart"

1



2



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.

**8**

**Register**

**Confirmation**

Personal Details

Title: Mr

Surname (English): CHAN, Given Name (English): Tai Man

Surname (Chinese): 陳, Given Name (Chinese): 大文

ID Document Type: HKID, ID No.: L8670199

Date of Birth: 11/11/1980, Gender: Male

Contact Information

Email Address: chantaiman@abc.com

Mobile No.: +852 99123456

Address

Residential Address

Country/Region: Hong Kong, China

Flat/Room: Room 3, Floor: 2/F, Block: Block 1

Building: ABC Building

Street (Street No. and Street Name): 123 K Road

District: Kwun Tong

Correspondence Address

Country/Region: Hong Kong, China

Flat/Room: Room 3, Floor: 2/F, Block: Block 1

Building: ABC Building

Street (Street No. and Street Name): 123 K Road

District: Kwun Tong

Way of Communication

Preferred Channel of Communication: Email

Preferred Language of Communication: English

You are deemed to have given your consent for the provision, use and/or transfer of your personal information for direct marketing purposes in accordance with the Personal Information Collection Statements ("PICS") for eMPF Platform Company Limited ("eMPF PC"). Please choose the button beside "No" below if you do not agree with the provision, use and/or transfer of your personal information for direct marketing purposes in accordance with PICS for eMPF PC.

Yes

Submit



**8** Review the information and tap **Submit**.

**9**

**Terms and Conditions**

Show Less

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.

Appendix A upon transfer of the full benefits to my elected scheme and there is no residual balance in the said account.

Consent of Personal Information Collection Statement ("PICS") of The eMPF Platform and The Disbursed MPF Scheme

Personal Information Collection Statement of The eMPF Platform: [emfp.org.hk/pics](#)

Personal Information Collection Statement of The Disbursed MPF Scheme: [emfp.org.hk/pics\\_disbursed](#)

Accept

Decline

**10**

**Activate your eMPF**

eMPF ID: 20000153153

Your eMPF ID is a unique ID for you to access the eMPF Platform for a lifetime. From now on, you can manage all of your MPF accounts on the eMPF Platform. You have registered your eMPF successfully, please activate now.

Note: In compliance with the requirements under the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615), we are required to authenticate your identity each time you enrol into an MPF scheme.

You have registered your eMPF successfully, please activate now.

Activate Now

**9** Read the Terms and Conditions and tap **Accept**.

**10** You will be given an **eMPF ID** immediately, please tap **Activate Now**.

11

## Create Username and Password

### Username Requirement

- 8 - 50 characters with at least 1 alphabet. Underscore ( \_ ) and full stop ( . ) can be used.

### Password Requirements

- At least 10 characters
- Maximum length is 14 characters
- At least 1 upper case alphabet
- At least 1 lower case alphabet
- At least 1 number
- At least 1 of the following special characters !@#\$%^&\*(){}||. Other special characters are not accepted.

Username

Chantaiman123

Password

.....



Confirm New Password

.....



Confirm

11 Create your **eMPF username** and **password**. Then, tap **Confirm** to start to use the **eMPF Platform**.

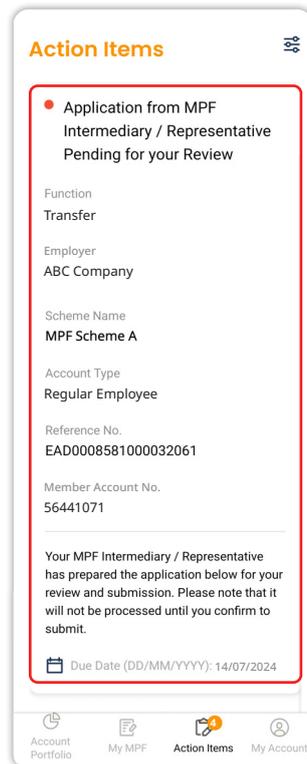
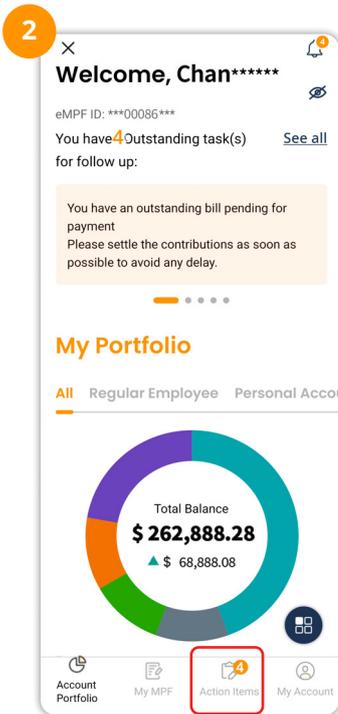


**Tips:** After the scheme member completed the **eMPF** registration, MPF intermediaries/ representatives may follow **Part A(ii)** to prepare other MPF applications such as MPF account enrolment and MPF transfer for the scheme member through **eMPF Assistant Portal**.

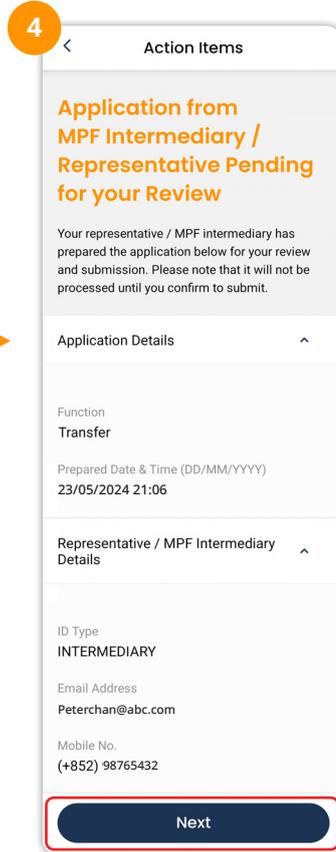
## ii) Other MPF Applications (Enrol MPF Account/ Transfer MPF/ Claim MPF Benefits/ Withdraw Voluntary Contributions/ Claim MPF Benefits for Deceased Member)



1 Log in to eMPF™ Mobile App.

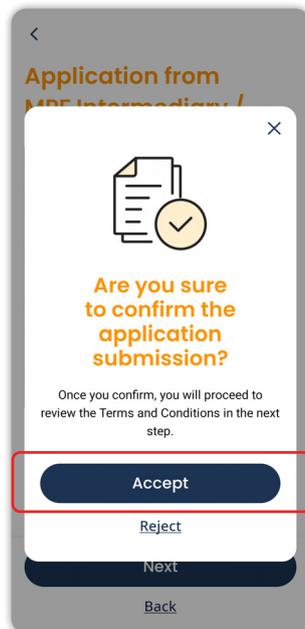


2 Tap "Action Items" on the menu bar. Then, select respective action item.



3 Tap **Proceed** to review the application.

4 Review the application details. Then, click **Next**.



5 Review the eForm prepared by the MPF intermediary/representative. Then, tap **Accept**.

6

## Terms and Conditions

Show Less ^

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.

Appendix A upon transfer of the full benefits to my elected scheme and there is no residual balance in the cash accounts.  
C. List of Personal Information Collection Statement ("PICS") of The eMPF Platform and The Disbursed MPF Scheme  
Personal Information Collection Statement of The eMPF Platform -  
eMPF.org.sg/privacy  
Personal Information Collection Statement of The Disbursed MPF Scheme -  
eMPF.org.sg/privacy\_disbursed

Accept

Decline

7



## Application Submitted

Reference No.: EAD0008581000032061 |  
Submission Date & Time: 30/05/2024

Your application has been submitted. We will notify you when the progress is completed. You may also check the status on the "My Record" page.

Go to My Record

Back to Home

6

Read the Terms and Conditions and tap **Accept**.

7

The application has been successfully submitted by scheme member. The scheme member will receive a notification via email or SMS when the application has been processed.

- End -