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eMPF Platform

## Quick Tips for Employees



 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](http://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



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.

Download  
eMPF Mobile App



## 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

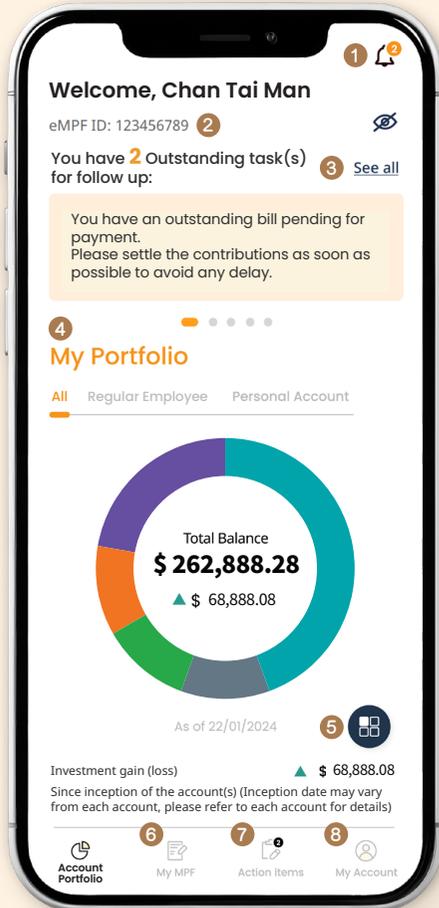
You will receive an eMPF ID immediately. Click "Activate Now" to create your username and password for eMPF login.



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
- Complete new enrolment of employee MPF account
  - Pending LSP/SP offset request from employers
  - Other applications prepared by MPF Intermediaries/ Representatives

## 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

## Employee MPF Account Enrolment

When you start a new job, your employer can enrol you into an MPF scheme via the eMPF™. You will receive an **email** or **SMS notification** from the eMPF. Once you have received the notification, please log in to the eMPF Mobile App and complete the enrolment on the eMPF immediately by taking the following easy steps:

1

Tap **Action Items** on the eMPF homepage menu bar.

### Action Items

You have a saved application pending for submission

Function  
Scheme Enrolment

Employer Name  
ABC Company

2

Select **You have a saved application pending for submission** and follow the instructions on the screen to to verify your identity via "iAM Smart" mobile app. Fill in your personal information and indicate your investment choice. Tap "Submit" to complete the enrolment.



Verify Identity via  
"iAM Smart"



Fill in Personal  
Information



Indicate  
Investment Choice



Complete Employee Enrolment under an MPF Scheme Initiated by Employers - Mobile App User Guide (Scheme Members)



## 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 Platform.

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 consolidate your personal accounts, transfer the MPF from your last job to another MPF scheme of your choice after employment cessation, or transfer your Tax Deductible Voluntary Contribution (TVC) account to other schemes at any time. In addition, scheme members can also transfer the MPF benefits derived from employee’s mandatory contributions in their contribution accounts to an MPF scheme of their own choice once a year through the Employee Choice Arrangement (ECA).

Simply tap “My MPF > Transfer MPF” on the eMPF homepage menu bar to start submitting administrative instructions for “**Personal Account Consolidation**”, “**Transfer After Termination of Employment / Self-employed Person Account Transfer**”, “**Employee Choice Arrangement (ECA)**”, 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 <b>hardcopy</b> application form to <b>transfer-in trustee</b>
✘ Not Yet Onboarded	✔ Onboarded	Submit the <b>hardcopy</b> application form to the <b>eMPF</b>
✔ Onboarded	✔ Onboarded	Submit <b>online</b> application via <b>eMPF</b>



# 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><b>Hong Kong Island</b> Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong</p> <p><b>Kowloon</b> Suites 1204-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon</p> <p><b>New Territories</b> Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories</p>
Business Hours	<p><b>Monday to Friday</b> 9 am to 6 pm <b>Saturday</b> 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](http://www.empf.org.hk)

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