Mr Eric Lui

Chief Executive Officer

Chief Executive Officer's Message

"eMPF has driven deep and long-term structural changes to the MPF ecosystem, generating far-reaching benefits and reshaping how users manage their MPF."

All 24 MPF schemes operated by 12 trustees successfully onboarded eMPF one after another by end April 2026, representing a major milestone that not only marks the culmination of years of effort, but also ushers in a new chapter in the transformation of the MPF System.

eMPF has transformed the MPF ecosystem, with the most visible change being that users can now conveniently manage all their MPF accounts in one place. But beyond this, eMPF has also driven deeper, longer-term structural changes, generating far-reaching benefits for scheme members, employers, the MPF industry, and society at large.

Enhancing Efficiency and Value for All

eMPF has centralized MPF administrative work previously dispersed across different trustees, which naturally leads to cost efficiency. Meanwhile, the steadily growing number of scheme members and employers using eMPF has created economies of scale. As at 30 April 2026, a total of 1 890 000 scheme members and 210 000 employers have registered with eMPF, and downloads of the eMPF mobile app have increased to over 2 500 000. 78% of instructions given by scheme members and employers were made digitally via eMPF. With such momentum, this digital take-up rate is expected to rise further in the year ahead.

Rising operational efficiency and digital adoption have accelerated the reduction of MPF administration fees. Fees are expected to fall further to between 0.2% and 0.25%, resulting in cumulative savings of around HK$50 billion. These cost reductions will directly benefit scheme members through lower fees.

eMPF has also reduced the administrative burden on employers. Employee enrolment and contribution processes have been standardized and automated, helping employers to minimize manual work and administrative effort. For trustees, with most MPF administrative work now handled by eMPF, resources can be reallocated to areas such as customer service, investment management and product development, enabling them to focus on delivering higher-value services to scheme members and employers.

From an environmental perspective, eMPF operates in a lower-carbon and more energy-efficient manner, significantly reducing paper consumption, contributing to environmental protection in the long run.

Reshaping MPF Management Culture

The benefits of eMPF extend far beyond tangible operational improvements. With all trustees now onboard, scheme members can clearly view all their MPF accounts in one place. Many scheme members discover forgotten accounts — some with considerable accumulated balances — when logging in for the first time. These "pleasant surprises" often act as a catalyst, motivating members to actively manage their retirement savings and develop a habit of regularly reviewing their MPF.

Besides providing an integrated view of all MPF accounts, eMPF's various convenient functions further encourage users to manage their MPF digitally. Users can give instructions, view account statements, and update personal information in one go for all their accounts under different MPF schemes, without the need to contact each trustee individually. eMPF also issues notifications to help users stay informed about their latest account status.

We will continue to carry out promotional and educational activities to publicize the advantages of eMPF to employers and scheme members, with a goal of increasing the platform's digital usage rate to 90% in the coming years.

Continuous Enhancement of System and User Experience

eMPF users come from all sectors of the community and span across a broad age range, from 18 to over 65. It may take time for some employers and scheme members to adapt to using eMPF. This is understandable because eMPF adopts a unified and standardized interface and set of processes, which differ from the various systems previously used by the 12 trustees. In addition, as eMPF is a comprehensive, multi-function digital platform where transactions and services are handled electronically, some users may need time to adapt and become fully comfortable with its features.

To support users' adoption, we will continue to implement promotional and educational initiatives with the Core Contractor and work closely with all trustees including their customer service teams to provide employers and scheme members with the assistance they need.

At the same time, we will continue to gather and analyze feedback from scheme members, employers and trustees, and work with our Core Contractor to drive ongoing enhancements to eMPF's operational efficiency and user interface, with the aim of delivering a better overall user experience.

In addition, we have established an expert group to provide professional advice on optimizing eMPF's operations and services. We also hold regular meetings with all trustees and the Core Contractor to identify opportunities for improvement and drive ongoing system enhancements.

eMPF will also be expanded with additional functions and practical tools to better support users' day-to-day MPF management needs.

As usage of eMPF continues to rise rapidly, we have instructed the Core Contractor to expand the capacity of the customer service hotline and service centres, and to strengthen frontline staff training. This will enable more effective handling of enquiries, provide real-time support and offer timely assistance to users who encounter difficulties when using eMPF.

Safeguarding users' personal data and the security of eMPF operations have always been our top priorities. We have required the Core Contractor to further reinforce system safeguards, including strengthening user authentication, enhancing cybersecurity defence, improving monitoring mechanism and conducting ongoing security testing. These measures will uphold stringent information security standards and ensure eMPF remains resilient against evolving cyber risks.

Keeping Pace with Transformations

eMPF plays an important role in supporting the MPF System's reforms and delivering value and convenience to users. One example is "MPF Full Portability", a reform initiative with phase one scheduled to take effect by end 2026 to benefit scheme members whose current employments commenced on or after 1 May 2025. With a centralized data infrastructure and streamlined administrative processes, eMPF enables scheme members to transfer their MPF more easily among schemes operated by different trustees, in line with the reform's intent to further empower employees with greater autonomy over the management of their retirement savings.

With eMPF in full operation, we will work with the Core Contractor to explore the adoption of advanced technologies and AI tools, leverage eMPF's flexible system architecture to enable deeper and broader system integration, and enhance data analytics in accordance with our digital roadmap. eMPF will continue to expand and enhance its functions and services, keeping pace with reforms, industry developments and the evolving operating environment.

With Appreciation

Last year, I was honoured to be reappointed as Chief Executive Officer of eMPF Company and to have the privilege of continuing to work with our dedicated team to take the Project forward.

I would like to express my sincere gratitude to our Chairperson, Mrs Ayesha Macpherson Lau, for her leadership and support over the years. I also extend my appreciation to the Board of eMPF Company, the MPFA Management Board, and the Government of the HKSAR for their invaluable advice and steadfast support to our work on eMPF.

Lastly, I wish to express my heartfelt thanks to the MPFA team and all colleagues of eMPF Company, whose hard work, dedication and teamwork over the years have been instrumental in driving the Project forward and bringing it to fruition. Their contributions are absolutely vital, for which I am deeply grateful.

CEO attends year-end media briefing

Eric Lui
Chief Executive Officer