

# eMPF Deactivation and Reactivation



**Mobile App  
User Guide**

# Preface

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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:

|                                      |   |
|--------------------------------------|---|
| <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><br>Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong                           |
|                                      | <b>Kowloon</b><br>Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon                                  |
|                                      | <b>New Territories</b><br>Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories                             |
|                                      | <b>Opening Hours</b><br>Monday to Friday : 9:00 a.m. to 6:00 p.m.<br>Saturday : 9:00 a.m. to 1:00 p.m.<br>Closed on Sunday and Public Holiday |

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Date : 4 Jul, 2024

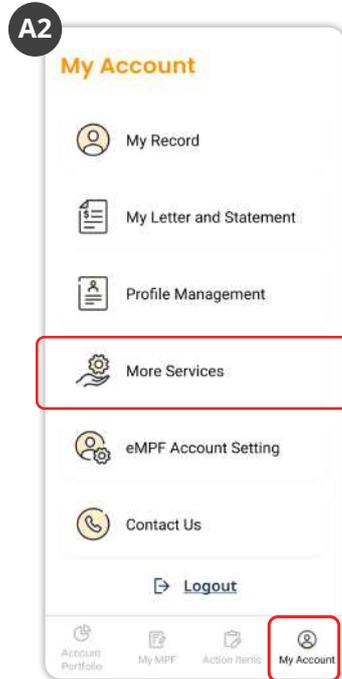
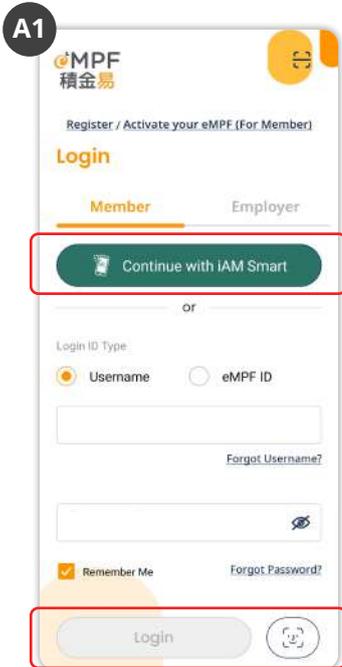
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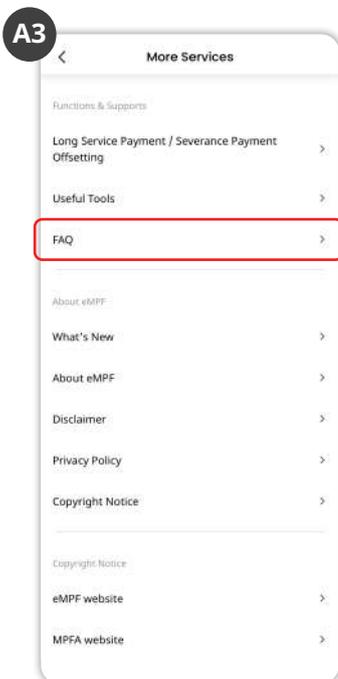
## A. Deactivate eMPF

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

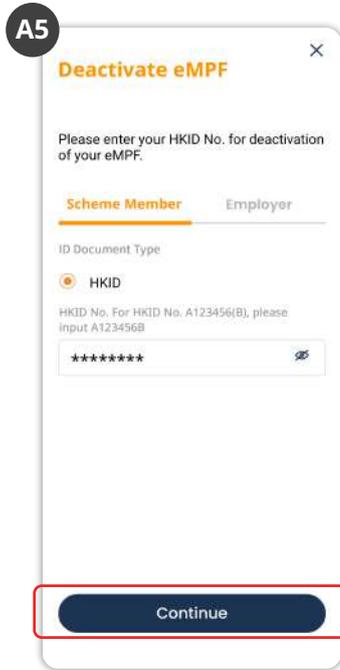
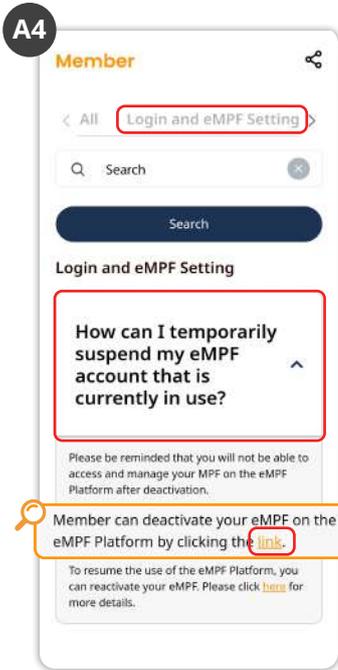


A1 Log in to the eMPF Mobile App.

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

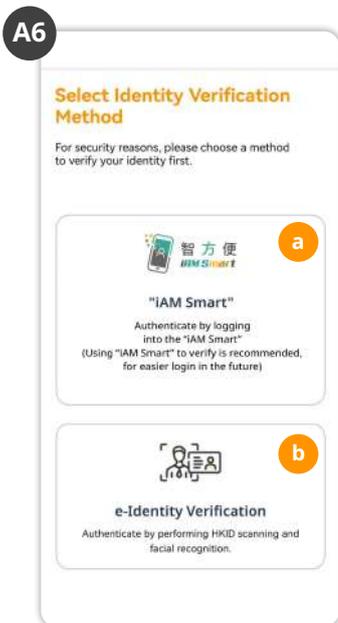


A3 Tap "FAQ".



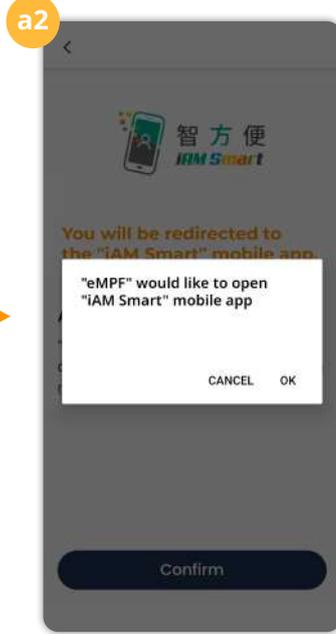
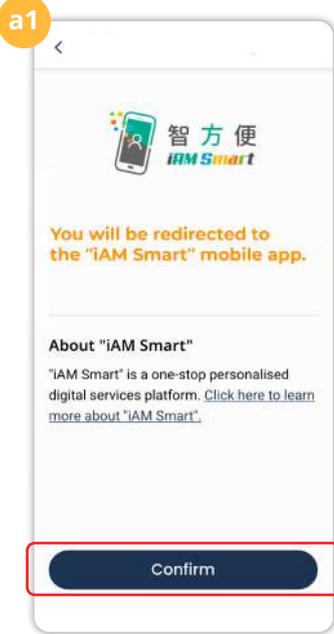
**A4** Select “Login and eMPF Setting”, scroll down to expand the question “How can I temporarily suspend my eMPF account that is currently in use?”. Click “link” to deactivate your eMPF.

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



**A6** Select an identity verification method: (a) “iAM Smart” or (b) “e-Identity Verification”.

## a) Verify with "iAM Smart"



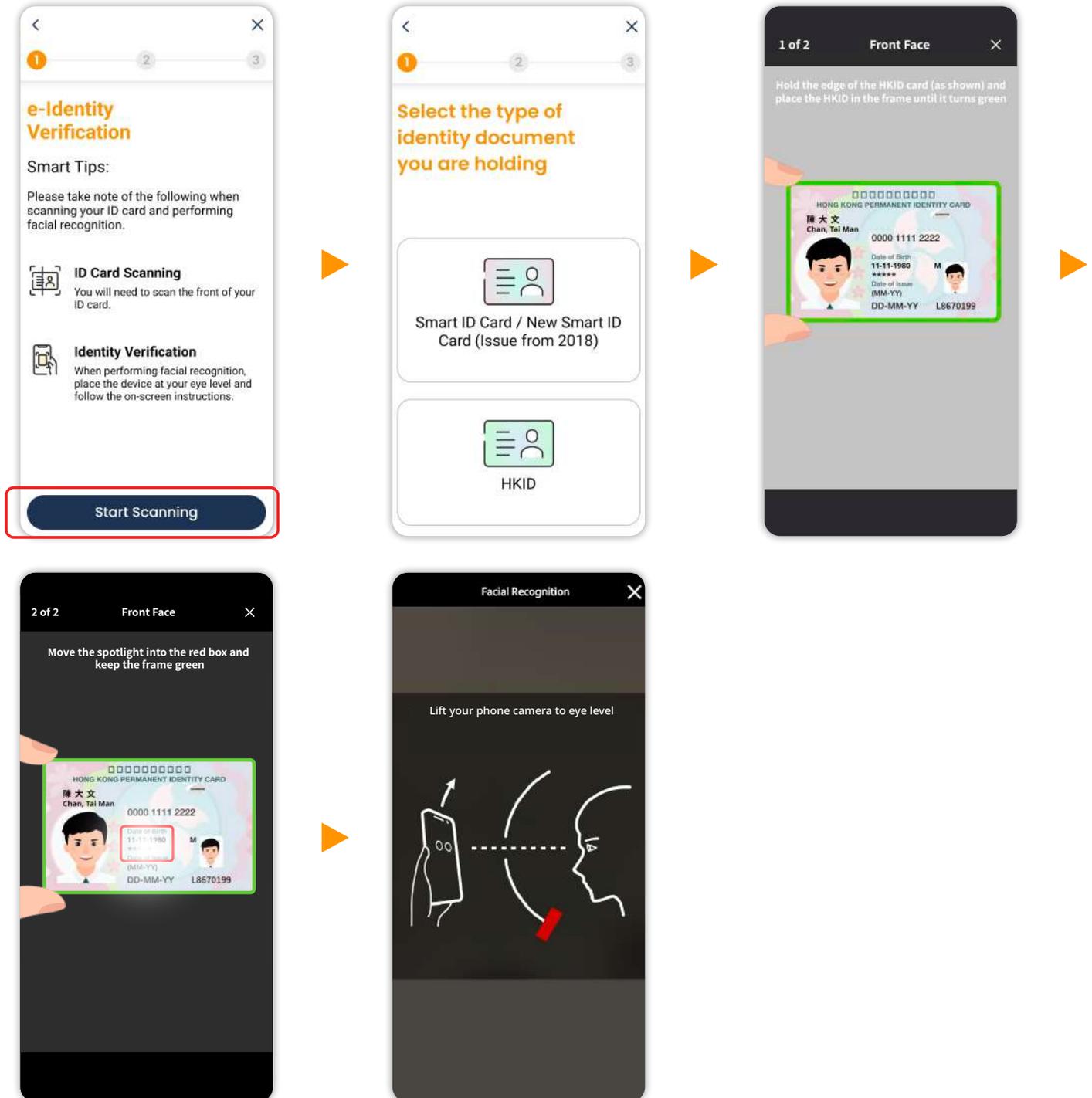
- a1 Download the **"iAM Smart"** mobile app to your smartphone and register as an **"iAM Smart"** user. 
- a2 Follow the instructions and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.

## b) Verify with "e-Identity Verification"



**Tips:** Please have your HKID card ready for identity verification.

**b1** Tap **Start Scanning** and perform the subsequent steps as indicated on your **eMPF** Mobile App.



**Tips:** Please do not place your HKID card on the table when scanning. Instead, hold the edges of the HKID card to avoid covering any information with your fingers, ensuring a smooth scanning process.

### ► Continue the Deactivation Process via eMPF Mobile App



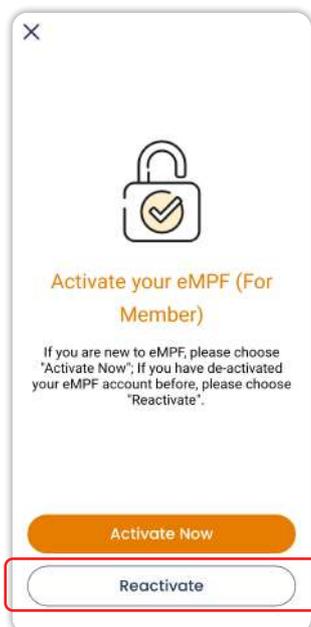
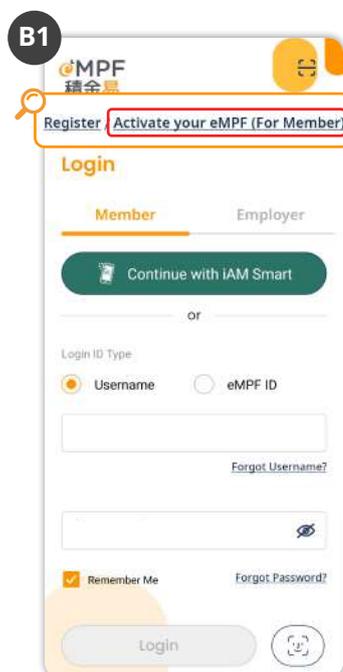
**A7** Tap **Deactivate Now** to proceed with **eMPF** deactivation.

**A8** Your **eMPF** has been deactivated successfully.

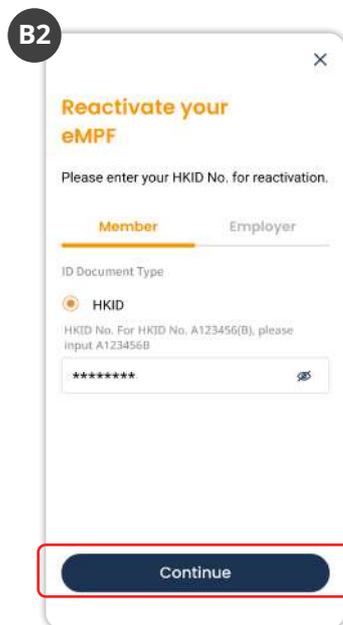
 **Remarks:** After deactivating **eMPF**, please submit MPF instructions using paper forms. If you are unable to deactivate **eMPF**, please visit any of the **eMPF Service Centres** in person and present your identity documents for further assistance.

## B. Reactivate eMPF

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



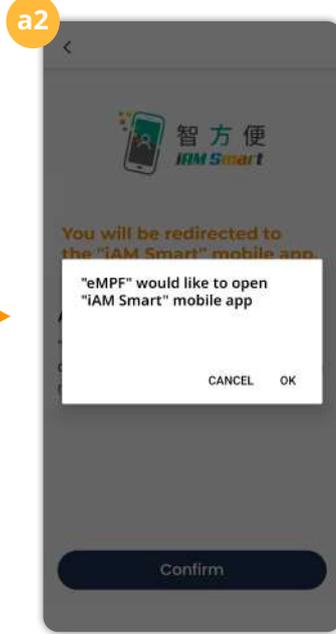
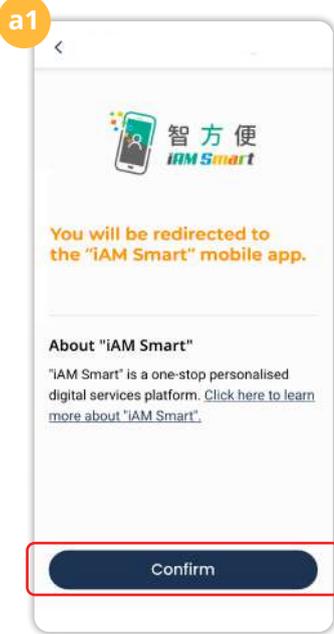
**B1** Tap **“Activate your eMPF (For Member)”** on the Login page of eMPF Mobile App, then tap **Reactivate**.



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

**B3** Select an identity verification method: **(a) “iAM Smart”** or **(b) “e-Identity Verification”**.

## a) Verify with "iAM Smart"



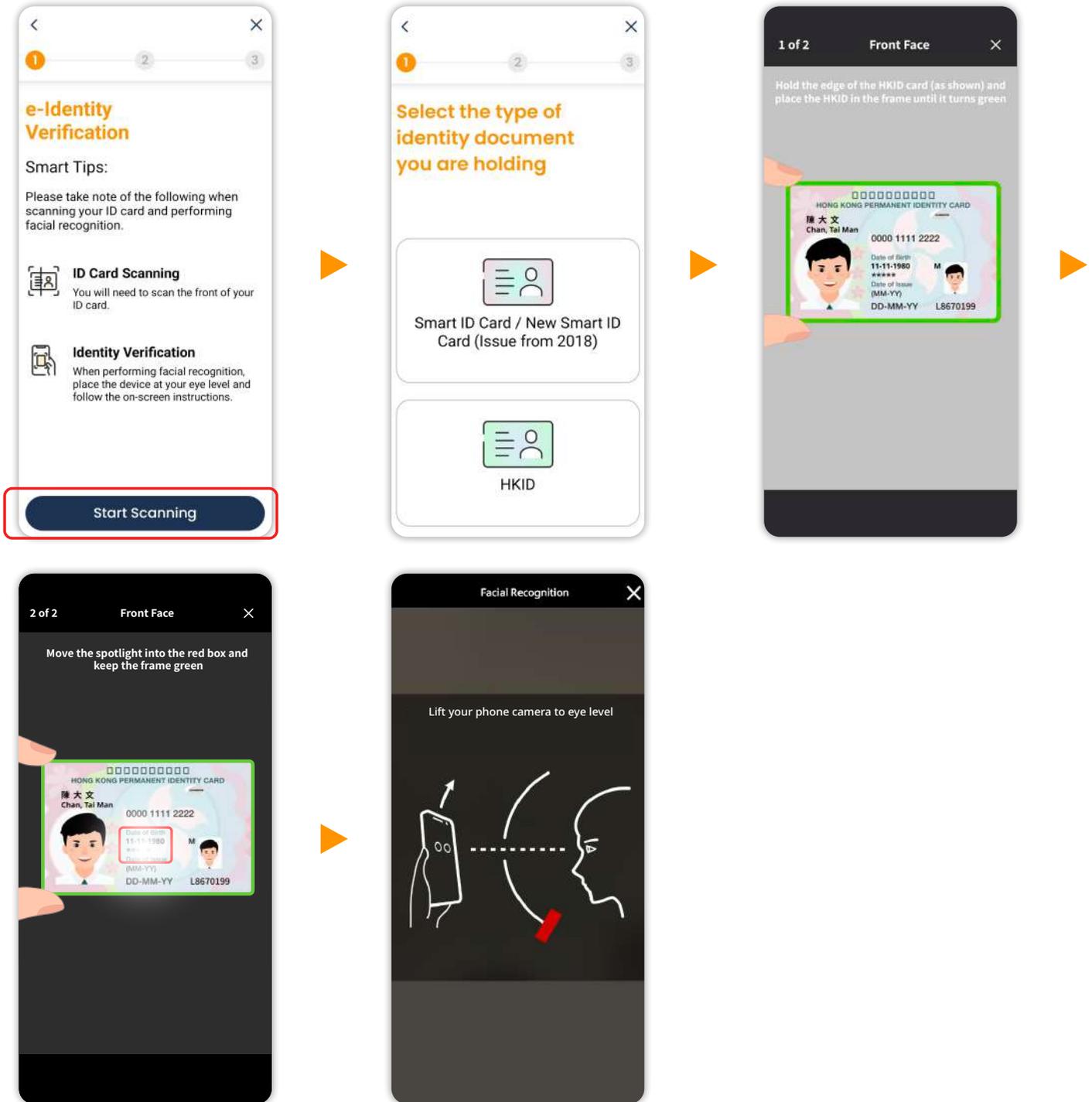
- a1 Download the **"iAM Smart"** mobile app to your smartphone and register as an **"iAM Smart"** user. 
- a2 Follow the instructions and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.

**b) Verify with “e-Identity Verification”**



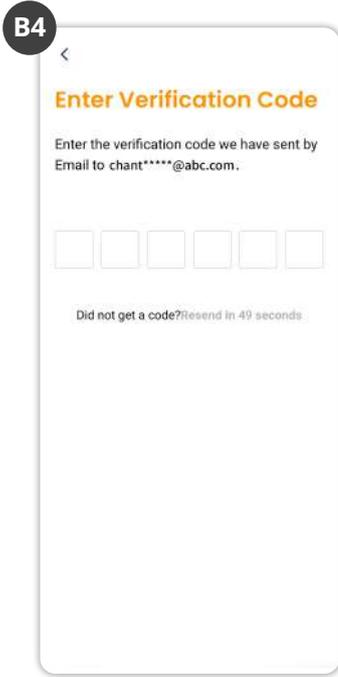
**Tips:** Please have your HKID card ready for identity verification.

**b1** Tap **Start Scanning** and perform the subsequent steps as indicated on your **eMPF Mobile App**.



**Tips:** Please do not place your HKID card on the table when scanning. Instead, hold the edges of the HKID card to avoid covering any information with your fingers, ensuring a smooth scanning process.

## ▶ 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 -