

Change of Personal Particulars for eMPF and MPF Accounts



**Mobile App
User Guide**

Preface

This user guide provides step-by-step instructions on how a scheme member (except self-employed person) can change the personal particulars for eMPF and MPF accounts 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:

eMPF Customer Service Hotline	183 2622
Email	enquiry@support.empf.org.hk
eMPF Service Centre	Hong Kong Island Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong
	Kowloon Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon
	New Territories Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories
	Opening Hours 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: 1.00

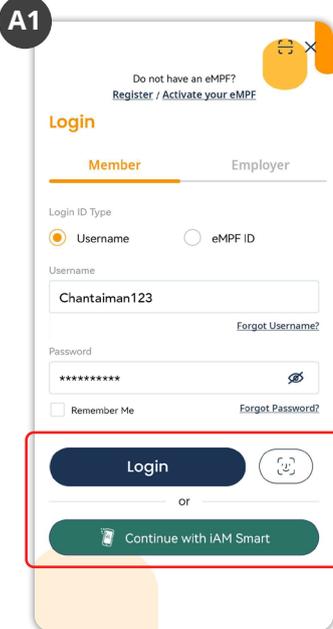
Date : 26 June, 2024

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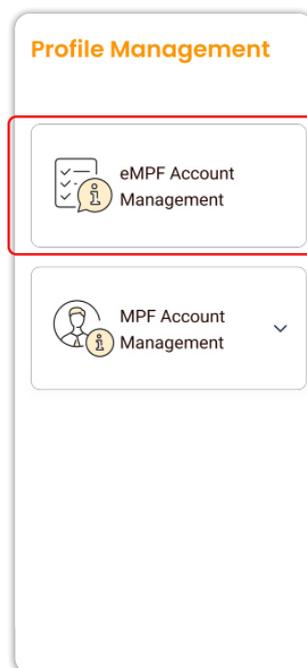
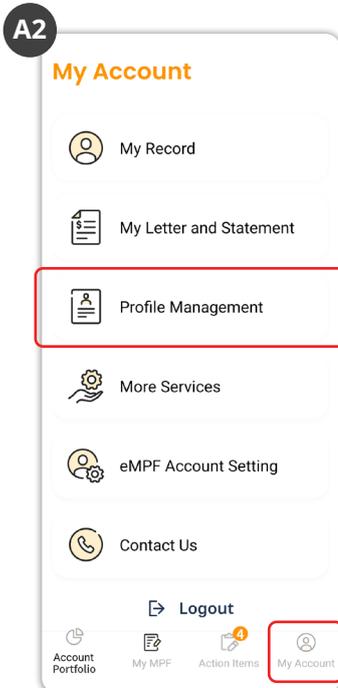
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A. Change of Personal Particulars for your eMPF

If you would like to update the information of your **eMPF** including personal particular, contact information, address, way of communication and Common Reporting Standard information, please follow the steps below.



A1 Log in to the **eMPF** Mobile App.



A2 Tap **"My Account"** on the menu bar and tap **"Profile Management"**. Then select **"eMPF Account Management"**.

A. Change of Personal Particulars for your eMPF

A3

Profile Management

eMPF Account Management

eMPF ID: 20000086579
Username: Chantaiman123

Personal Details

Title: Mr

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

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

ID Type: HKID
ID No.: L8670199

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

Place of Birth: Hong Kong, China
Nationality: Chinese

Contact Information

Address

Way of Communication

Common Reporting Standard

Update



Profile Management

eMPF Account Management

eMPF ID: 20000086579
Username: Chantaiman123

Contact Information

Email: chantaiman@abc.com
Verify

Mobile No.: +852 91234567
Verify

Secondary Telephone No. (Optional)

Address

Way of Communication

Common Reporting Standard Form

Save

Cancel

A3

Tap **Update** to edit the information. If you update the **mobile phone number** and/or **email address**, please tap **"Verify"** to receive a one-time passcode. Enter the verification code sent to your new **mobile phone number** and/or **email address**. Then, tap **Save**.



Remarks: You may be required to upload supporting document(s) for certain information change. If the changes will affect your tax residency status, please update the **Common Reporting Standard (CRS)** information in next step, then tap **Confirm**. If you want to update the information later, please tap **"Cancel"**.

Profile Management

Update Common Reporting Standard (CRS)

The changes you have made will affect your tax residency status. Do you want to update the information below?

If you have any questions on defining your tax residence, you may consult your tax advisor or visit the OECD website and Inland Revenue Department's AEOI website.

My Tax Residence is

Hong Kong ONLY, with no tax residence in any other jurisdictions/countries/regions AND my HKID number is my TIN

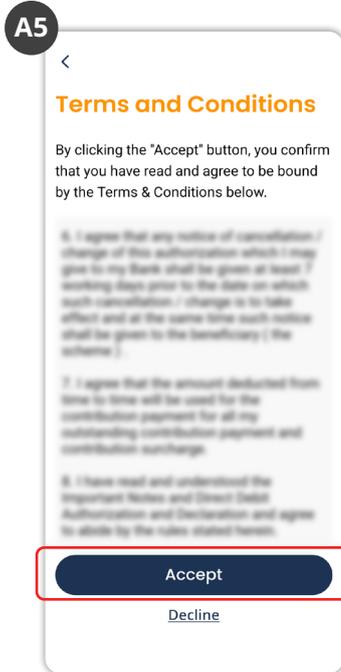
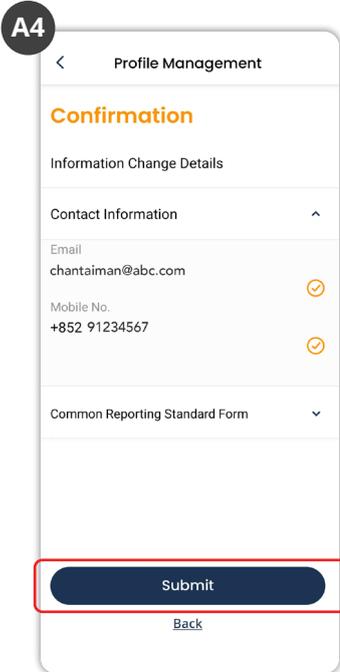
Hong Kong and other jurisdictions/countries/regions

NOT Hong Kong, but instead some other jurisdictions/countries/regions

Confirm

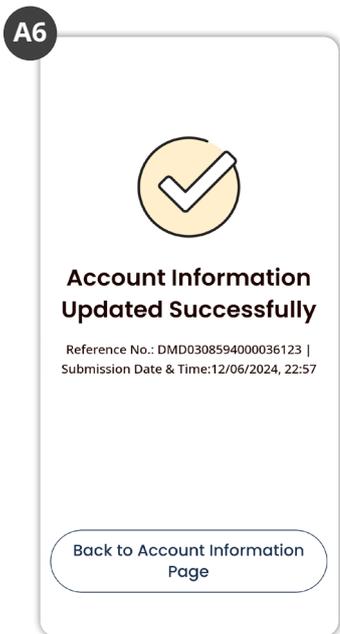
Cancel

A. Change of Personal Particulars for your eMPF



A4 Review the updated information and then tap **Submit**.

A5 Read the Terms and Conditions and tap **Accept**.

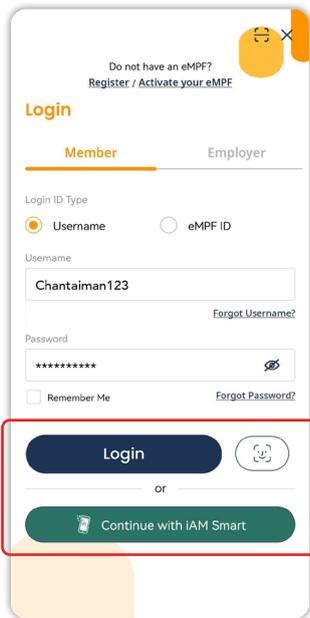


A6 Your change request has been submitted.

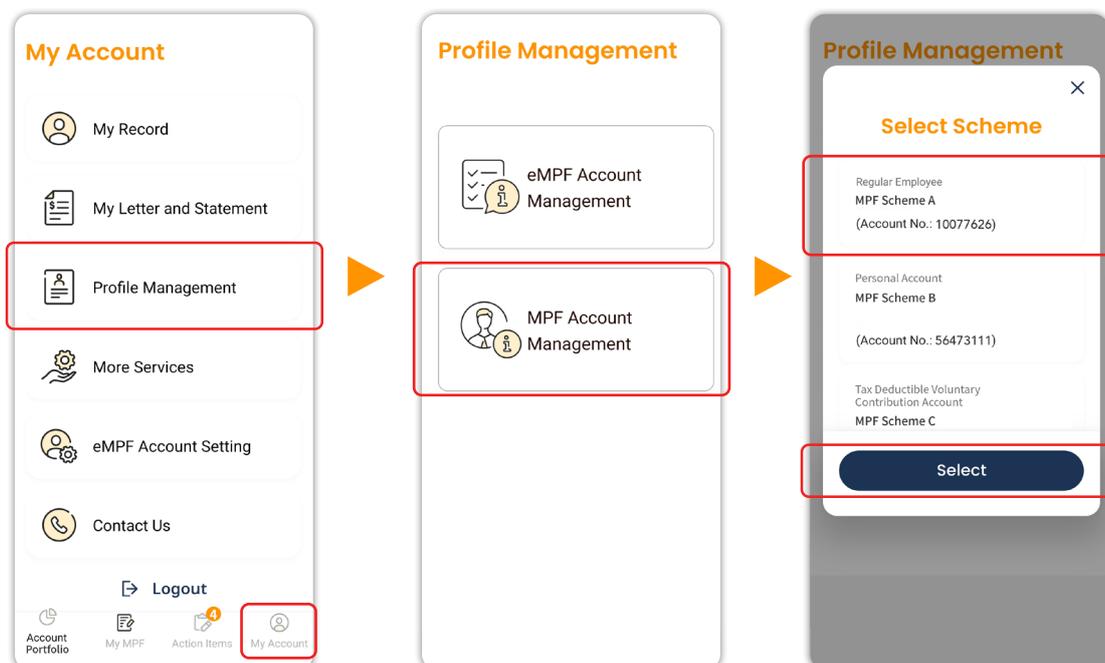
B. Change of Personal Particulars for MPF Accounts

If you would like to update the information of your **MPF account(s)** such as contact information, address and way of communication, please follow the steps below.

B1 Log in to the eMPF Mobile App.



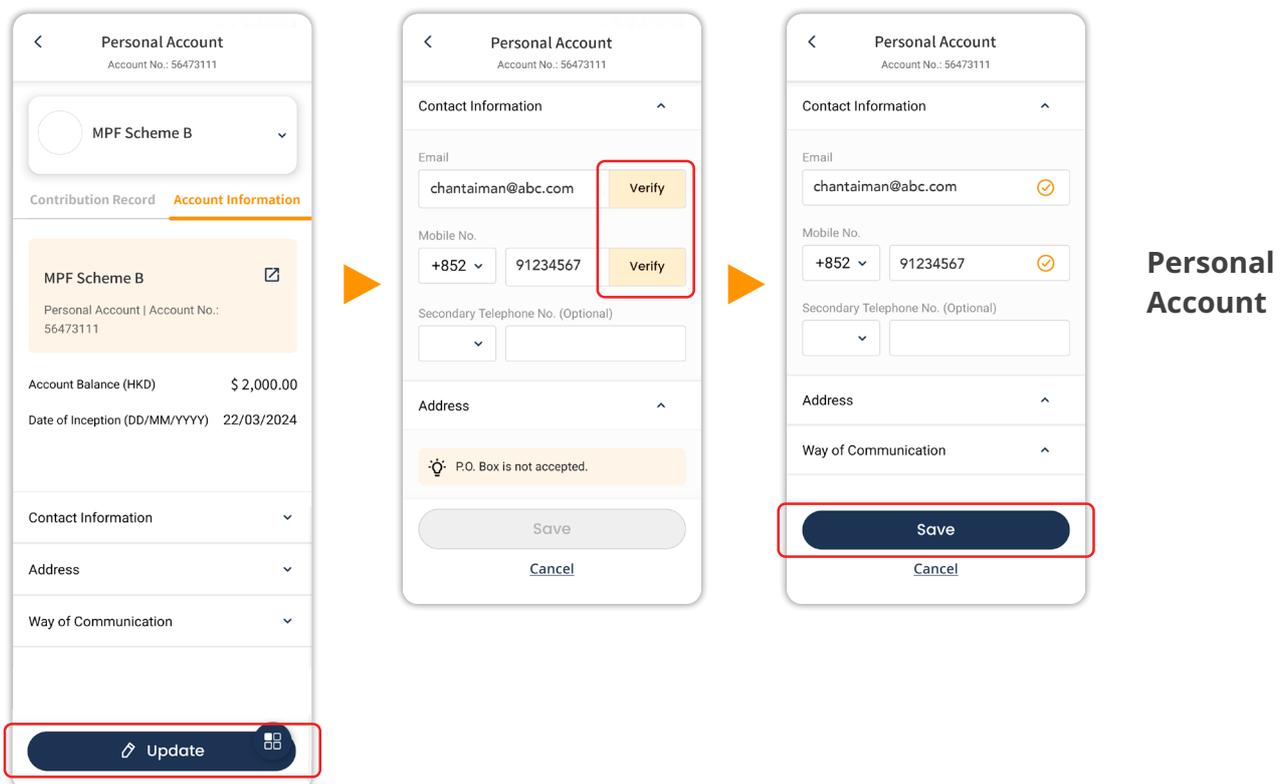
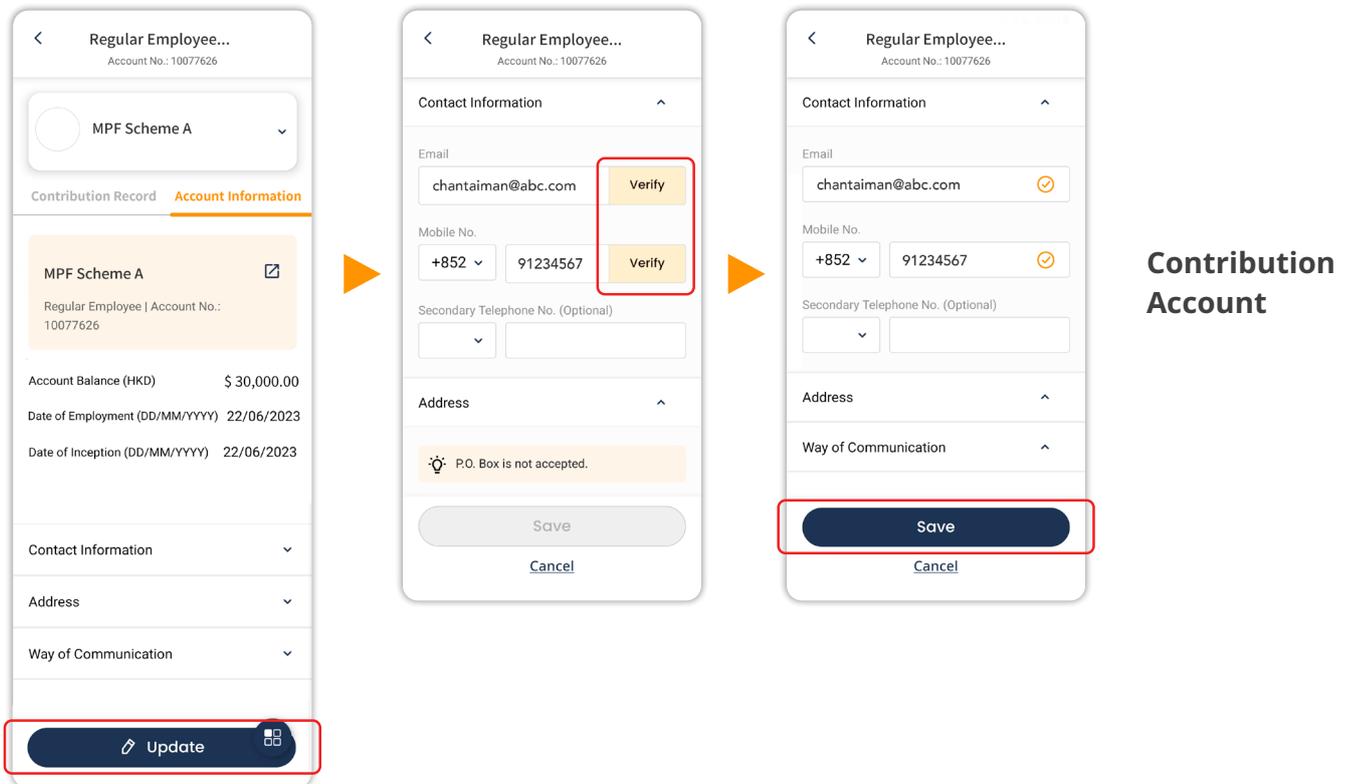
B2 Tap "My Account" on the menu bar and tap "Profile Management". Then select "MPF Account Management", the MPF account(s) you are holding will be shown. Select the account you want to update from the list.



B. Change of Personal Particulars for MPF Accounts

Applicable to Contribution Account / Personal Account / Tax Deductible Voluntary Contribution (TVC) Account/ Special Voluntary Contribution (SVC) Account

- B3** Tap **Update** to edit the information. If you update the **mobile phone number** and/or **email address**, please tap **"Verify"** to receive a one-time passcode. Enter the verification code sent to your new **mobile phone number** and/or **email address**. Then, tap **Save**.



B. Change of Personal Particulars for MPF Accounts

The process involves three steps:

- Accessing the 'Update' button in the 'Account Information' section.
- Verifying the email and mobile number.
- Saving the changes.

TVC/SVC Account



Remarks: You may be required to upload supporting document(s) for certain information changes.

B4

Regular Employee...
Account No.: 10077626

Confirmation

Information Change Details

Contact Information

Email
chantaiman@abc.com

Mobile No.
+852 91234567

Submit

[Back](#)

B5

Account Information Updated Successfully

Reference No.: DMD0308594000036123 |
Submission Date & Time: 12/06/2024, 22:57

Back to Account Information Page

B4 Review the information and then tap **Submit**.

B5 Your change request has been submitted.

- End -