



eMPF Forum for Employers

Co-hosted by HKRSA & HKIHRM

11 November 2022

Cynthia Hui

Acting Chief Operating Officer / Executive Director (Members)
Mandatory Provident Fund Schemes Authority

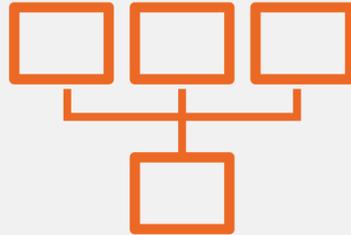


Objectives of eMPF Platform

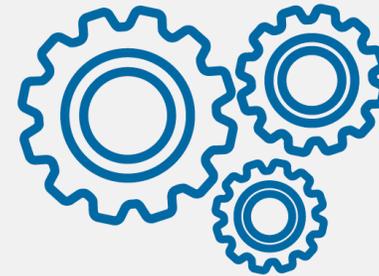
Standardize



Streamline

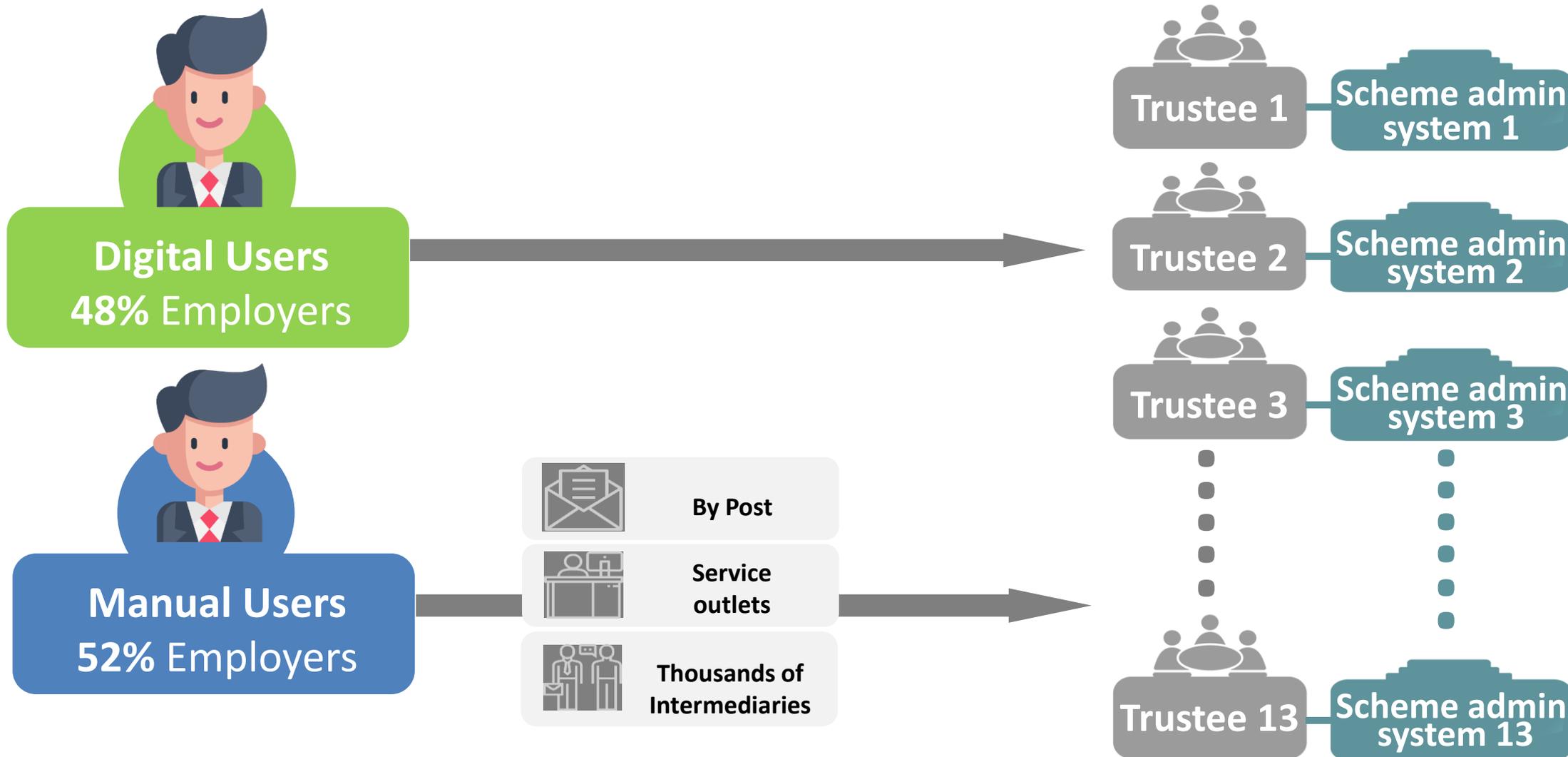


Automate

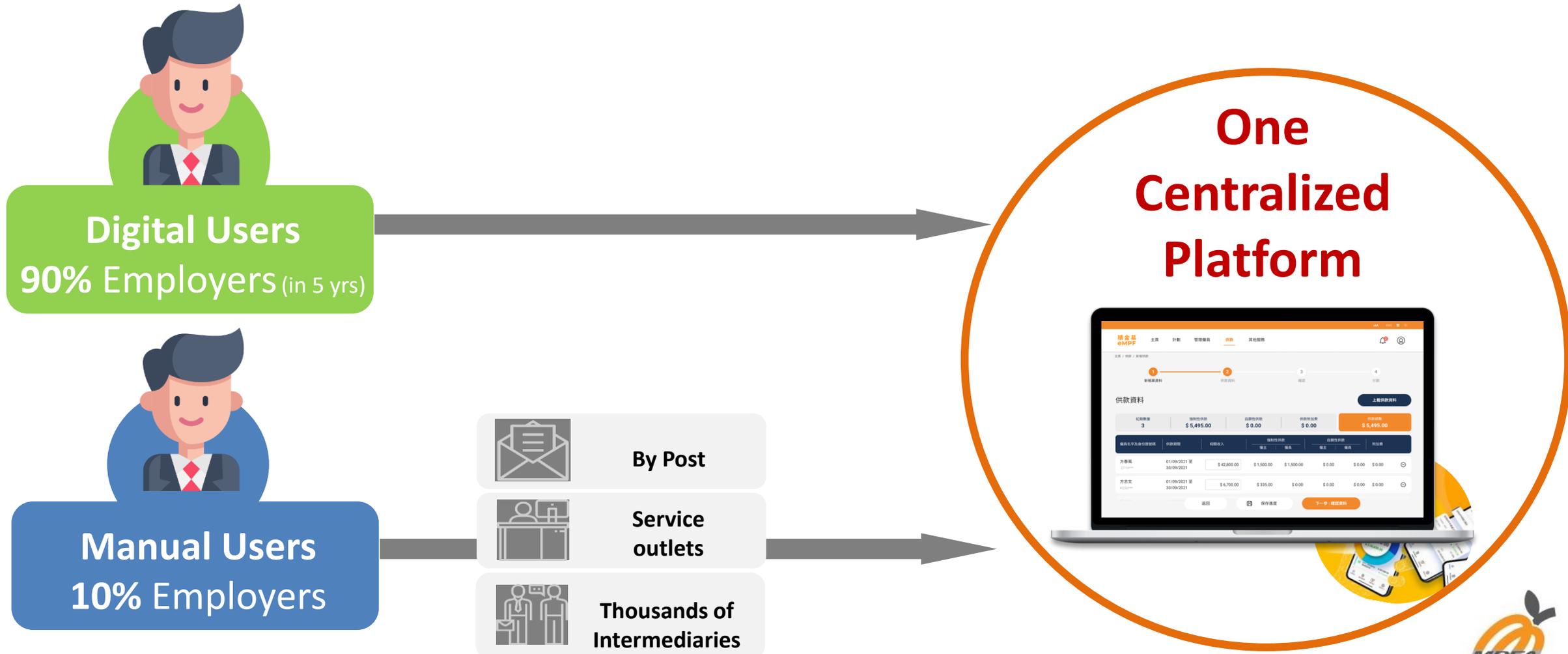


MPF scheme administration

Current State of MPF Scheme Administration



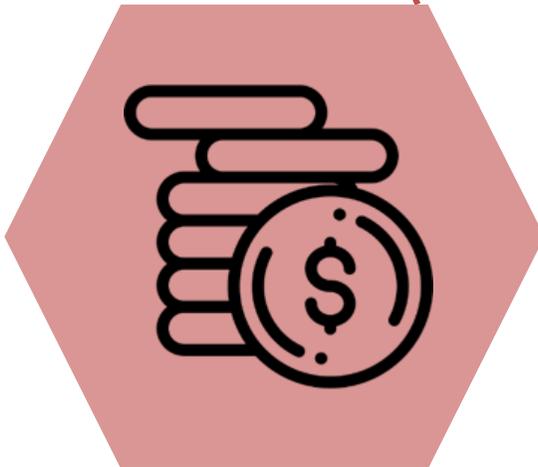
MPF Scheme Administration after the launch of the eMPF Platform



Key Elements of MPF

積金易
eMPF

Investment
management



Fund services/
Asset custody



Trustees
services



Scheme
administration



What is eMPF Platform

Most significant reform of the MPF System to-date



- **Not for profit public utility** increases cost efficiency
- **One-stop common platform** to standardize, streamline and automate
- **Digitalize** scheme administration for 4.6m scheme members (>10m accounts), 340 000 employers
- Driver for fees reduction, higher efficiency and better user experience

MPF Scheme Administration on eMPF



Handle contributions

- Mandatory contributions
- Voluntary contributions
- Recover default contributions



Manage MPF accounts

- Fund switching
- Scheme transfer



Benefit withdrawal

- Withdraw benefits
- Long Service Payment (LSP) / Severance Payment (SP) made by employers
- Handle Unclaimed Benefits



Account activation and enrolment

- Register on eMPF Platform
- Enrol MPF scheme



Process Payments



Generates notices, documents and reports

- Issue notices and documents
- Data maintenance and information management system



General administration and compliance

- Complaints & enquiries
- Fee payment methods
- Report to MPFA
- Continuous interface for historical data migration to eMPF platform



Communication channels and connectivity

- Online Platform
- Service centre

eMPF Platform covers MPF Scheme administrative procedures

Key Benefits



Employers and SEPs

- ✓ One-stop enrolment and contribution
- ✓ Reduce paper work and human error
- ✓ Reminder of contribution due date
- ✓ Enhance efficiency and user experience



Employees

- ✓ One-stop management of all accounts
- ✓ Operate anytime, anywhere
- ✓ Create room for fee reduction
- ✓ Enhance user experience



Trustees

- ✓ Standardize, streamline and automate scheme administration
- ✓ Reduce administrative burden and associated compliance burden and cost

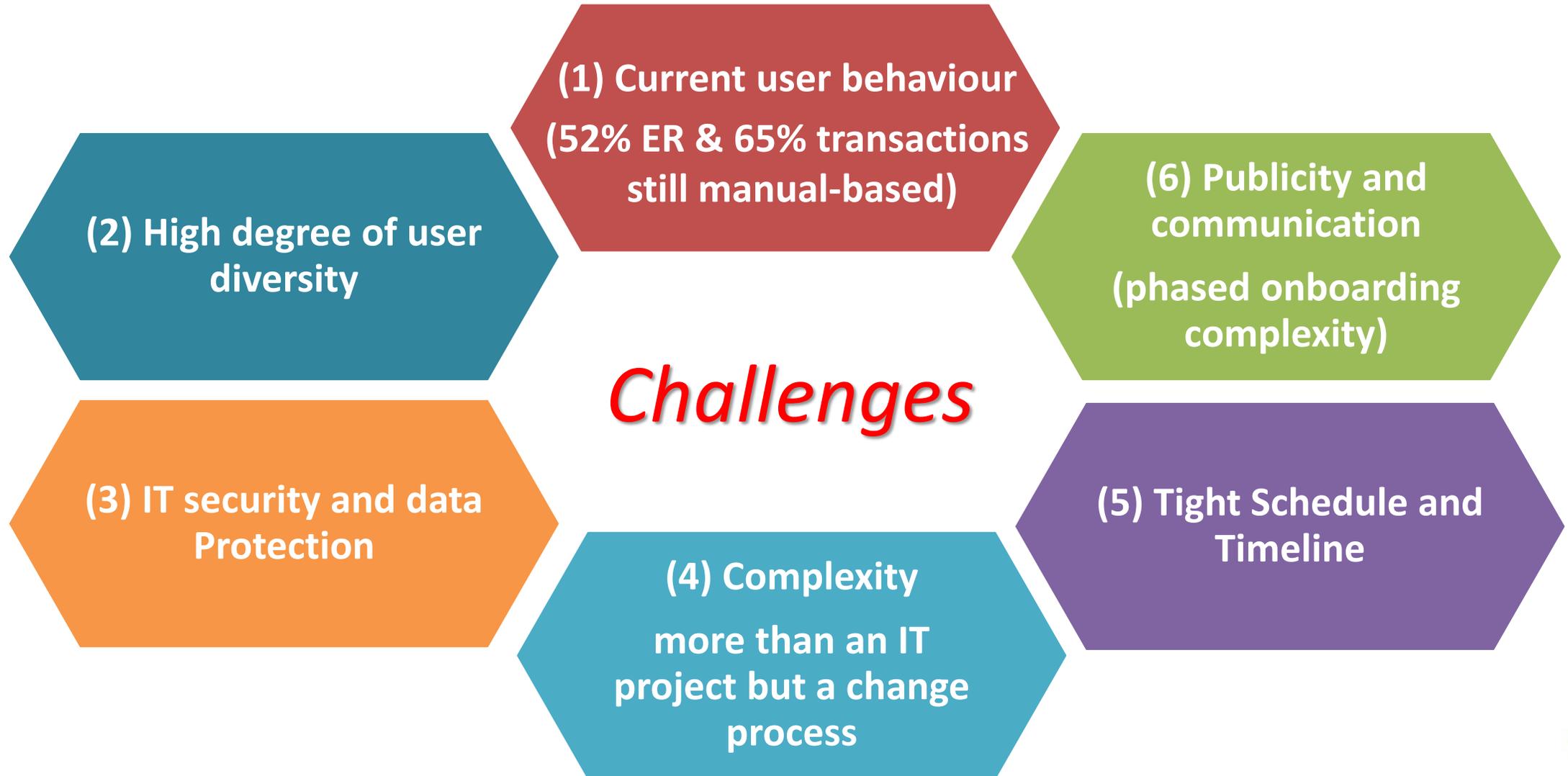


MPFA

- ✓ Improve reliability and accuracy of the MPF System and facilitate enforcement actions
- ✓ Pave way for future reform initiatives



Key Challenges



Support on system compatibility

Briefing on HR System and payroll software



Overview	eMPF Platform Company Limited	Public Documents	Press Releases	Presentations & Useful References	Articles
28/09/2022	Briefing on How Human Resources System or Payroll software solution integrates with eMPF Platform - Questions & Answers				
28/09/2022	Briefing on How Human Resources System or Payroll software solution integrates with eMPF Platform (14, 23 and 28 Sep)				

www.mpfa.org.hk/empf



Request for Technical Specifications for HR System & Payroll Software Solution to Integrate with the eMPF Platform

Support on IT technical problems and change of workflow



Technical support services



Service centres and outlets



Call centre / hotlines



Online toolkits / self-help materials



Outreach teams



Communication with Trustees

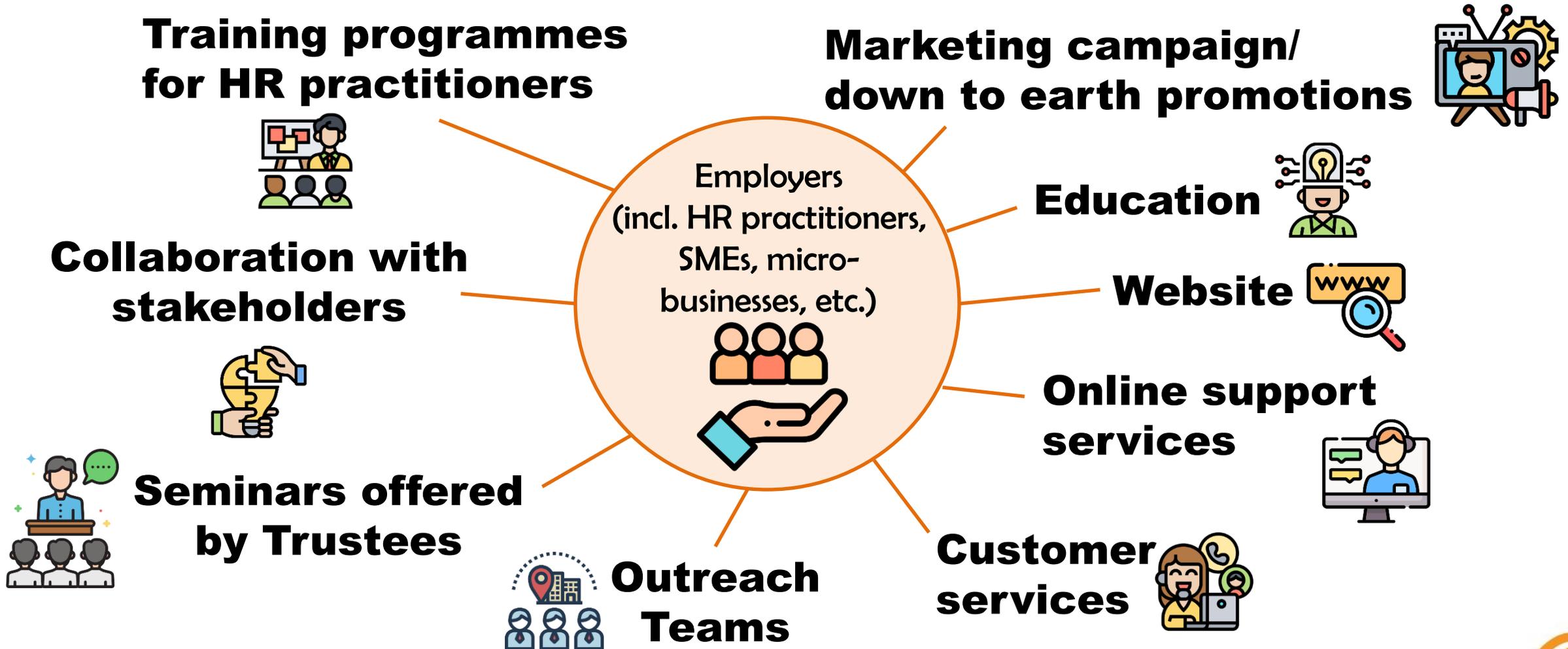


Communication pack



Briefings

A wide range of support to HR/SMEs/Micro-businesses





Preparation for Employers / HR practitioners (1)



Go digital from now on / explore e-payment options



Communication with trustees



Help employees get information and become digitalized



Review internal process and system

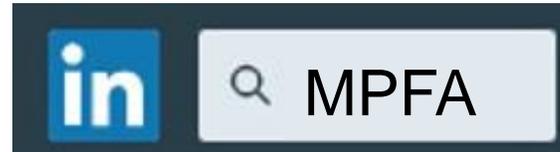


Upgrade HR/payroll system

Preparation for Employers / HR practitioners (2)



Take note of MPFA's announcements



積金之友



Awareness and Marketing Campaigns

2023

Awareness Campaign

TV and Radio APIs,
print & online ads,
media placement,
press briefings, etc.



Platform Uptake (Marketing) Campaign

TV commercials,
online videos, out-of-
home ads, online ads,
collaborations with
stakeholders from
different sectors





Timeline (*Tentative*)



Onboarding sequence and points to note

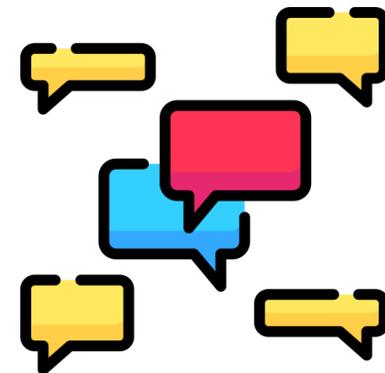
MPF trustees and their schemes will get onboarded in ascending order of their asset-under-management

Smaller AUM

Larger AUM



Please take note of MPFA's announcements and keep communicating with trustees





Thanks & get prepared!

