

Withdraw Balance from Reserve Account and Forfeiture Account



**Web Portal
User Guide**

Preface

This user guide provides step-by-step instructions on how an employer can withdraw balance from reserve account and forfeiture account on the **eMPF Web Portal**. All screenshots are for illustration purposes only. The actual design of the portal 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 : 4 Oct, 2024

Withdraw Account Balance

If employers would like to check the balance of the reserve account and forfeiture account, as well as arranging for refund of the account balance for MPF scheme(s) which has been onboarded the **eMPF Platform**, please follow the steps below.

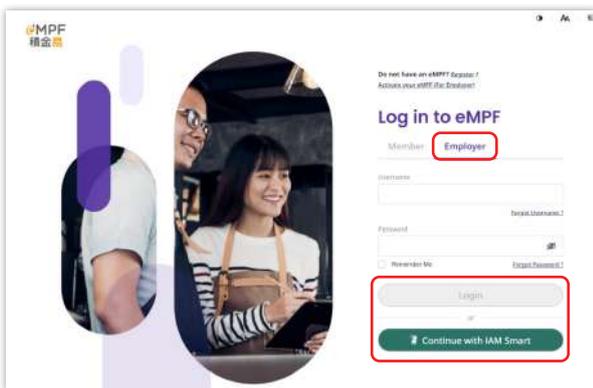


Tips:

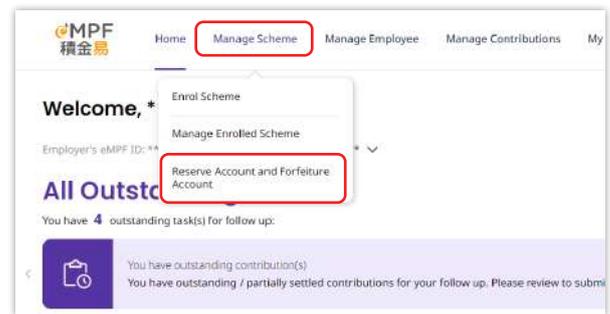
Employer **reserve account** is the account of a specific payroll group for keeping employer's overpayment of contributions.

Employer **forfeiture account** is the account of a specific payroll group for maintaining the unvested benefits derived from employer's voluntary contributions of terminated employees.

1 Go to the **eMPF Web Portal** and log in.



2 Select **"Reserve Account and Forfeiture Account"** under **"Manage Scheme"** on the menu bar.



Check Balance of Reserve and Forfeiture Account

3 The total balance of reserve account and forfeiture account of each payroll group under different schemes will be shown. Please click a specific payroll group to view the transaction details of the reserve account and forfeiture account. You may also apply the filter function using the following criteria and then click **Search**.

a Filter by **Scheme**

b Filter by **Payroll Group**

Payroll Group Name	Reserve Account and Forfeiture Account Available Balance (HKD)	Reserve Account and Forfeiture Account Total Balance (HKD)
REE1	\$ 1,699.94	\$ 1,800.97
REE2	\$ 0.00	\$ 0.00

Refund of Reserve and Forfeiture Account Balance

- 4 Select the **Forfeiture Account / Reserve Account** tab, then click **Refund** at the top right-hand corner.

Reserve Account and Forfeiture Account Summary  **Refund**

MPF Scheme A
Trustee: Trustee A | Employer Account No.: 56476867 | Payroll Group: REE1

Forfeiture Account **Reserve Account**

Last Statement Date: (MM/YYYY): 07/2024  Download

Transaction Date (DD/MM/YYYY)	Description	Debit Amount (HKD)	Credit Amount (HKD)	Balance (HKD)
01/07/2024	Opening Balance	-	-	\$ 1,800.97
Total Available Balance (HKD)				\$ 1,699.94
Total Account Balance (HKD)				\$ 1,800.97

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- 5 Fill in the refund details and click **Next**.

You are applying for refund

Refund Amount

MPF Scheme A
Trustee: Trustee A | Employer Account No.: 56476867 | Payroll Group: REE1

Refund from Forfeiture Account Balance (HKD)

YES NO

Forfeiture Account Available Balance (HKD)	Forfeiture Account Total Balance (HKD)
\$ 0.00	\$ 0.00

Balance as at 25/07/2024

Refund from Reserve Account Balance (HKD)

YES NO

Reserve Account Available Balance (HKD)	Reserve Account Total Balance (HKD)
\$ 1,699.94	\$ 1,800.97

Refund Amount (HKD)

Balance as at 25/07/2024

Back **Next**

6 Choose a payment method and fill in the payment details. Then click **Next**.

You are applying for refund

Payment Method

Payment Details

Please select one of the following payment methods and fill in the required information for refund arrangements. Please refer to the "i" box for the details of receive the payment by cheque.

Bank Transfer

The refund must be paid only to the bank account of your Company. Payments to bank accounts of other companies or individuals are not allowed.

Local Bank Overseas Bank/Other Places Bank

Bank Code: 400 Branch No.: 123

Bank Name: Bank A

Bank Account Holder Name: ABC Company Limited Bank Account No.: 123456789

Save as Default Bank

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Tips:

Payment by Cheque: The cheque will be posted to the correspondence address in employer's eMPF record.

Bank Transfer: Employer must be the bank account holder. Payment to a third-party account will not be accepted in the eMPF Platform.

7 Review the information and click **Submit**.

You are applying for refund

Confirmation

Step 1 - Refund Amount

MPF Scheme A

Refund from Forfeiture Account Balance (HKD)

Refund from Reserve Account Balance (HKD): 1,000

Step 2 - Payment Method

Payment Details

Bank Transfer: Local Bank

Bank Code: 400 Branch No.: 123

Bank Name: Bank A

Bank Account Holder Name: ABC Company Limited Bank Account No.: 123456789

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8 Read the Terms and Conditions and click **Accept**.

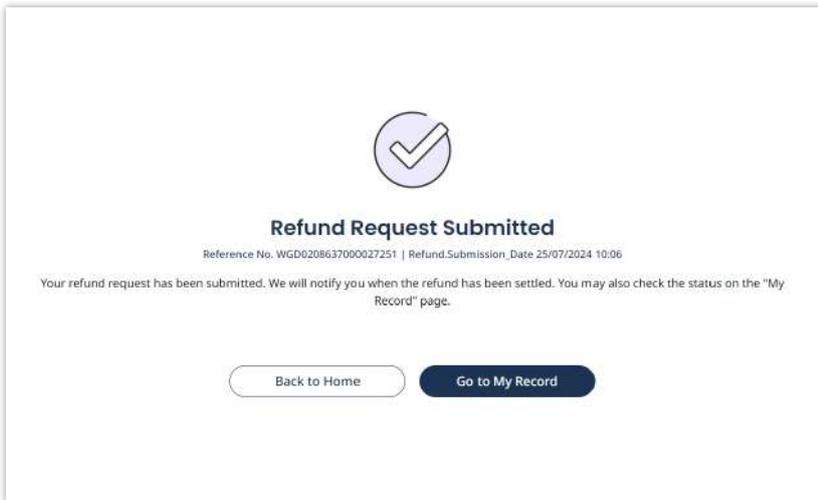
You are applying for refund

Terms and Conditions

By clicking the "Accept" button, you confirm that you have read and agree to be bound by the Terms & Conditions below.

Decline Accept

- 9 The refund request has been submitted. Employer will receive notification on **eMPF** when the refund has been settled.



- End -