

Personal Account Enrolment



**Mobile App
User Guide**

Preface

This user guide provides step-by-step instructions on how a scheme member can open a Personal Account in an MPF scheme 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:

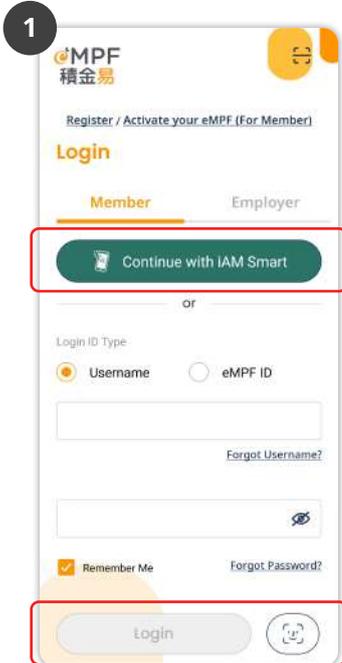
eMPF Customer Service Hotline	183 2622
Email	enquiry@support.empf.org.hk
eMPF Service Centre	Hong Kong Island Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong
	Kowloon Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon
	New 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: 1.2

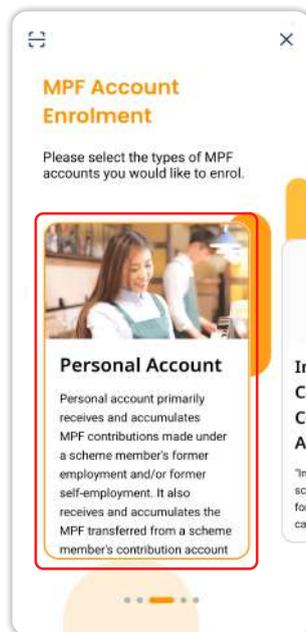
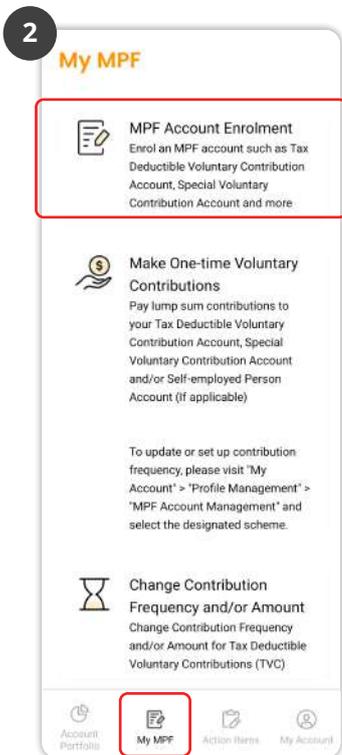
Date : 4 Jul, 2025

Personal Account Enrolment

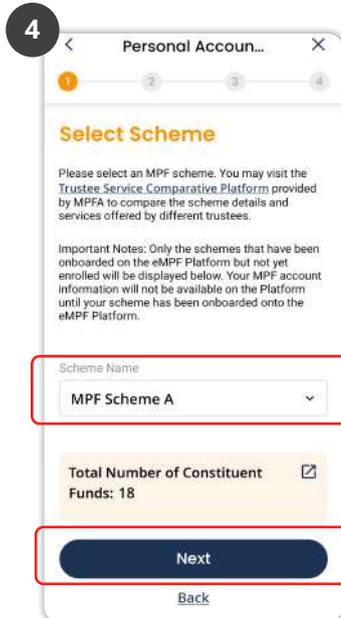
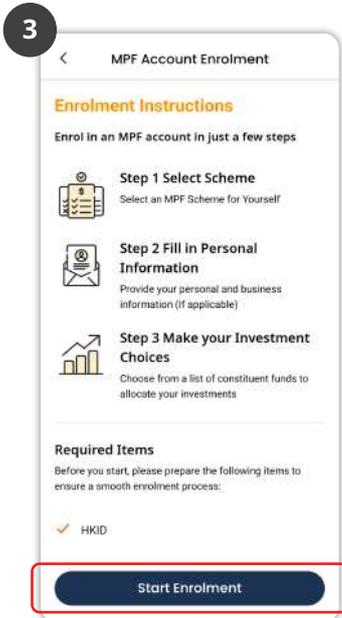
Please follow the steps below to open a **Personal Account** via the **eMPF** Mobile App.



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

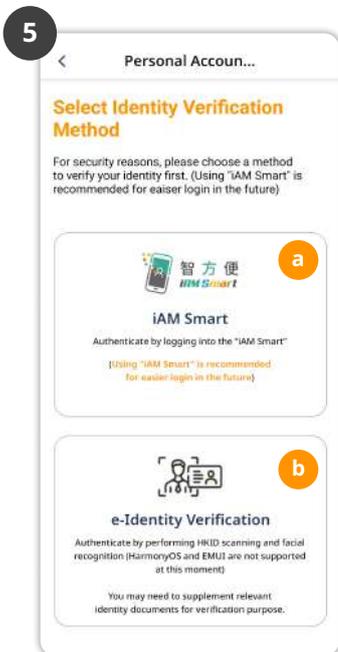


2 Tap **"My MPF"** on the menu bar and tap **"MPF Account Enrolment"**. Then select **"Personal Account"**.



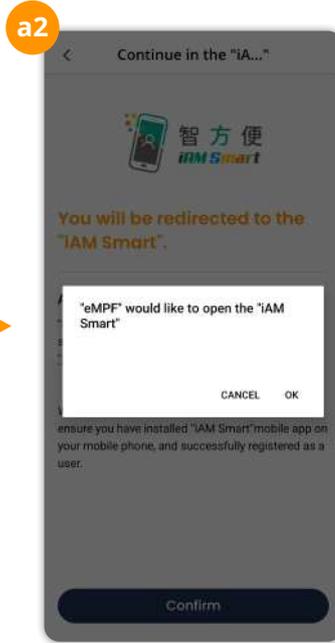
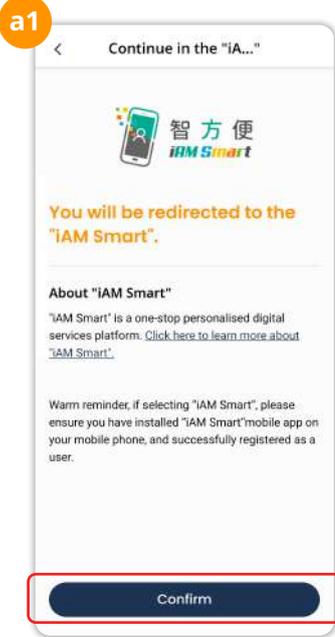
3 Read the instructions and tap **Start Enrolment**.

4 Select a **Scheme** to enrol and tap **Next**.



5 According to the chosen scheme, you might be required to verify your identity, please select an identity verification method: **a) "iAM Smart"** or **b) "e-Identity Verification"**.

a) Verify with "iAM Smart"



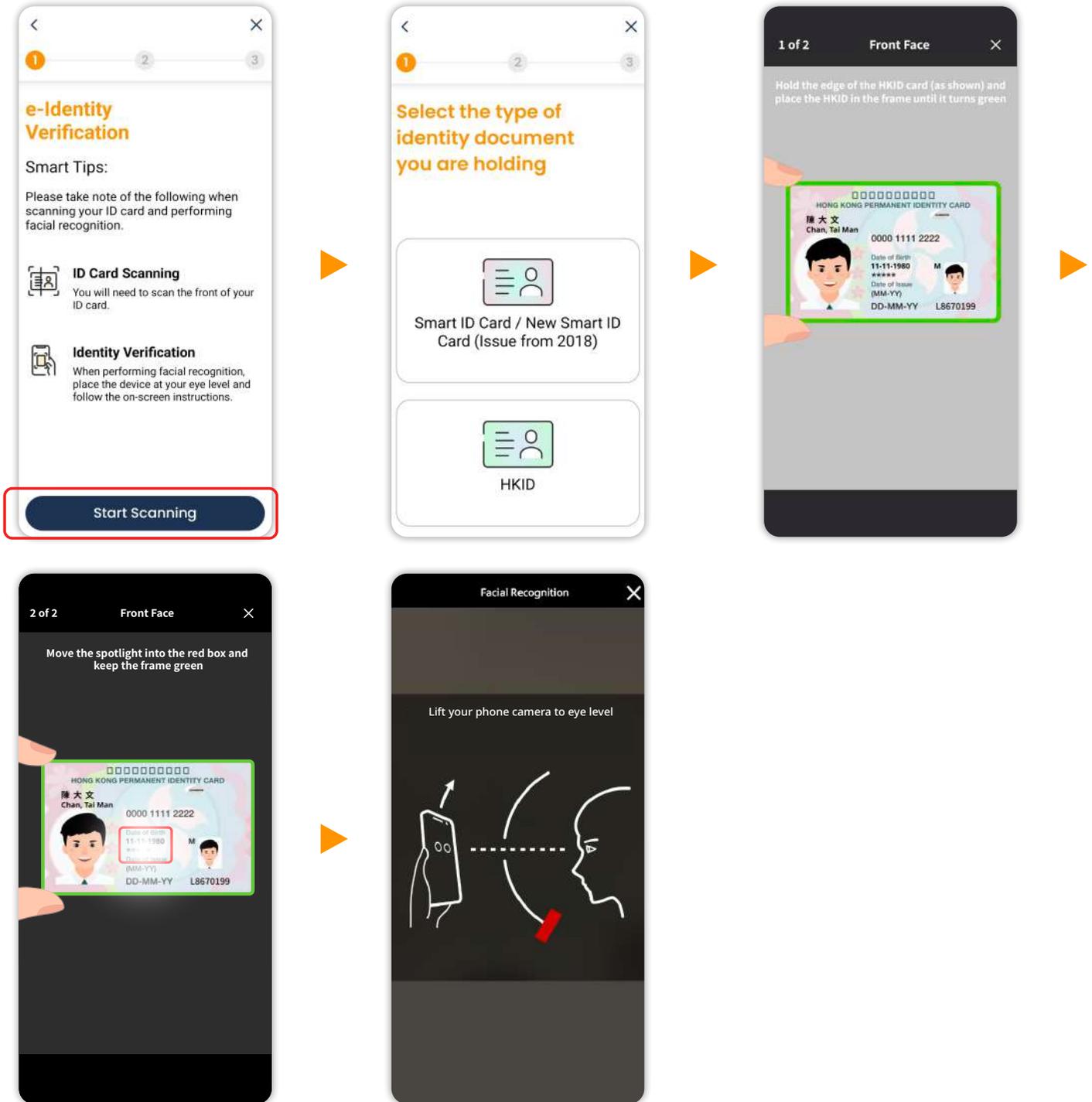
- a1 Download the "iAM Smart" mobile app to your smartphone and register as an "iAM Smart" user. 
- a2 Follow the instructions and perform the subsequent steps as indicated on your "iAM Smart" mobile app.

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 Enrolment Process via eMPF Mobile App

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Personal Account Enrolment - Step 6

Personal Information

MPF Scheme A
Trustee: Trustee A

Personal Details

Title: Mr

Surname (English): Chan

Given Name (English): Tai Man

Surname (Chinese): 陳

Given Name (Chinese): 大文

ID Document Type

HKID

HKID No. (For HKID No. A123456(B), please input A123456B): L8670199

Place of Birth: Hong Kong, China

Nationality: Chinese

Contact Information

Address

Way of Communication

Common Reporting Standard Form

Next



6 After you complete the authentication process via **"iAM Smart"** or **"e-Identity Verification"**, some of your personal information will be pre-filled automatically. Please review if the pre-filled information is correct and fill in the remaining information including Contact Information, Address and more. Then, tap **Next**.



Remarks: If the way of communication in MPF account enrolment is different with the eMPF Platform, all notifications will be sent according to the record from the eMPF Platform.



Personal Account Enrolment - Step 6

Personal Information

MPF Scheme A
Trustee: Trustee A

Personal Details

Contact Information

Email (Optional): chantaiman@abc.com **Verify**

Mobile No. (SMS will be sent to Hong Kong no. only): +852 99123456 **Verify**

Secondary Telephone Number (Optional)

Address

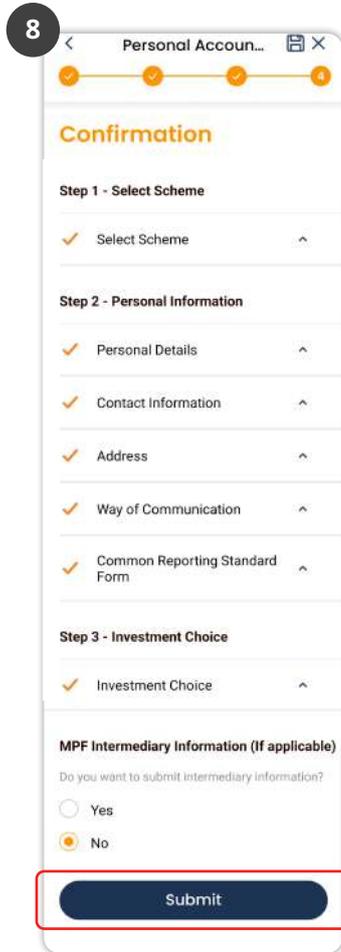
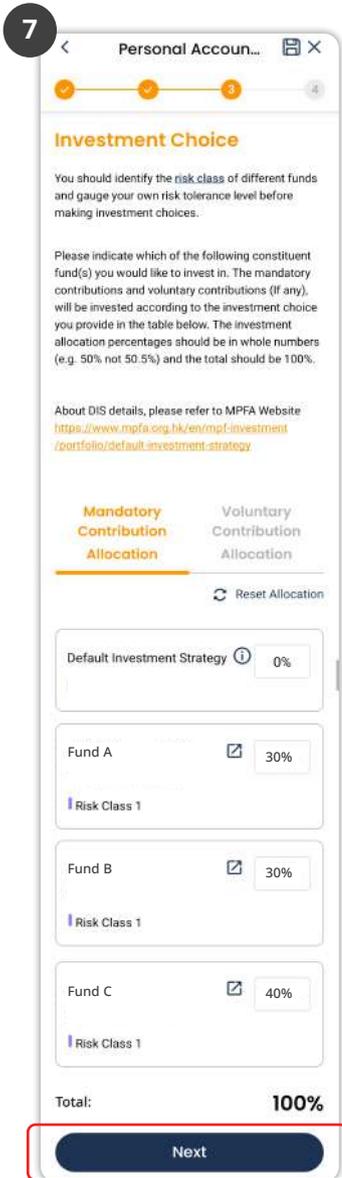
Way of Communication

Enter Verification Code

Enter the verification code we have sent by email to c*****@abc.com.

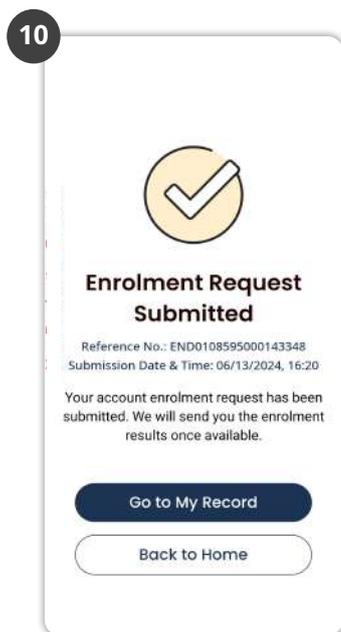
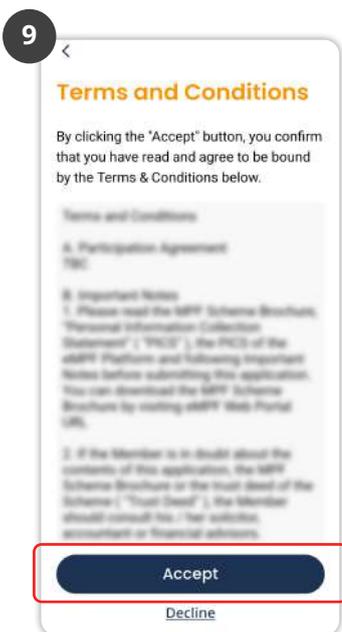
Did not get a code?
Resend in 57 seconds

Tips: Please remember to verify your **email address** and/or **mobile phone number** by tapping the **"Verify"** button next to these 2 fields. You will receive a one-time passcode through **email** and/or **SMS** respectively, simply enter the verification code to finish the verification.



7 Indicate your investment choice and tap **Next**.

8 Review the information and tap **Submit**.



9 Read the Terms & Conditions and tap **Accept**.

10 Your enrolment request has been submitted. We will send you the enrolment result once it is available via email or SMS.

- End -