

## **Principal MPF Scheme**

**Series 800**

**Simple Plan**

**Smart Plan**

**eMPF Platform Introduction and point  
to note for Employers during  
onboarding**

**Mar 2025**



1. This meeting is arranged to facilitate the employer's understanding of the eMPF Platform. After this meeting, we hope the employer will be able to understand the eMPF Platform and their preparation required before their participating MPF scheme to onboard to the eMPF Platform.
2. From time to time, the and fine-tuning, the functions and screenshots shown in this material may not be a finalized version a eMPF Platform might enhance its functionalities nd may be subject to adjustment.
3. The contents of this presentation are for internal reference only and should NOT be further copied and distributed to the other parties.

- 1. Point to note for eMPF onboarding**
- 2. Administrative changes after the transfer plan for Employer**
- 3. Key Functions of eMPF Employer Portal**
- 4. Supports to employers & members**
- 5. Q&A**

# Point to note for eMPF onboarding

# Points to note during transition period

## From now till receiving eMPF communication pack



1. Be aware of the **schedule** for MPF scheme onboarding to the eMPF Platform
2. **Keep submitting** administrative submission to **trustee** before onboarding to the eMPF Platform
3. Check with HR Payroll software vendor on integrating with the eMPF Platform

Now



## After receiving the communication pack



1. Be aware of the **exact date** for onboarding to the eMPF Platform
2. **Register eMPF** according to the instruction stated on the communication pack
3. Be aware of the operational arrangement during **transition period**

Received the communication pack

MPF Scheme on boarded



## MPF Scheme onboarded to eMPF

1. Review and confirm the data of the MPF scheme on the eMPF platform
2. Understand the administrative process on the eMPF platform (e.g. MPF contribution)
3. Submit administrative instruction on the eMPF platform

Dear Sir/Madam,

**Embrace your new digital MPF experience – eMPF Platform has started operation**

eMPF Platform Company Limited<sup>1</sup> (eMPF Company) and Principal Trust Company (Asia) Limited (Principal) invite you to embrace the new digital MPF experience through the eMPF Platform!

**What's in it for me?**

The eMPF Platform is a centralized electronic platform and your one-stop online hub for managing your MPF anytime anywhere through mobile app or web portal. Whether you are a scheme member, an employer or a self-employed person, the eMPF Platform will bring your MPF experience to a whole new level. The eMPF Platform will bring you benefits which include:

Scheme Members and Self-employed Persons	Employers and Self-employed Persons
<ul style="list-style-type: none"> <li>For MPF accounts which <b>have got onboard</b> the eMPF Platform:                             <ul style="list-style-type: none"> <li>View account balance and manage all accounts via a one-stop app/portal</li> <li>Consolidate accounts and switch investment choices anytime anywhere</li> <li>Make voluntary contributions in a breeze</li> <li>Apply for withdrawal of MPF under different MPF schemes in one go</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Make MPF contributions with different e-payment options</li> <li>Automate calculation of contributions</li> <li>Receive e-reminders of contribution due dates</li> <li>Reduce paper work and human errors</li> </ul>

**When can I start using the eMPF Platform?**

MPF trustees and their schemes will get onboard the eMPF Platform in sequence one by one (details @ [www.empf.org.hk](http://www.empf.org.hk)). Information of accounts under Principal's **Principal MPF Scheme Series 800** will be transferred to the eMPF Platform from the following date<sup>2</sup>:

Principal MPF Scheme Series 800: eMPF Onboarding Date **7 May 2025**

From this date onward, information and records of your MPF account under this scheme will be transferred to the eMPF Platform. While Principal remains the trustee of the scheme, eMPF Company will utilize the eMPF Platform to perform the administration of the scheme, provide scheme administration services<sup>3</sup> to you and handle your service instructions, including making contributions, changing investment choices, checking account balance and withdrawing MPF, etc. From then on, you can manage your MPF on the eMPF Platform and should no longer submit service instructions to Principal.

**Register for eMPF**

Starting from 28 February 2025, simply complete the one-time registration for eMPF to enjoy the benefits brought to you by the eMPF Platform. Please see back page for the **Scheme Member eMPF Registration User Guide and Messages from Your Trustee** to kick-start your new digital MPF journey! If you hold another MPF account which has got onboard the eMPF Platform and have already registered for eMPF earlier, you do not need to register again.

**Enquiries**

For enquiries, please call our eMPF Customer Service Hotline at **183 2622**. We look forward to serving you on the eMPF Platform.

eMPF Platform Company Limited  
and Principal Trust Company (Asia) Limited

<sup>1</sup> eMPF Platform Company Limited is a wholly-owned subsidiary of the Mandatory Provident Fund Schemes Authority. It operates the eMPF Platform as a not-for-profit trustee entity.

Item	Channel
1 Letter to Employers and Members	Paper/e-channel
2 S.19Q Notice	
3 Notice to Participating Employers and Scheme Members	
4 eMPF Registration and Activation User Guide	QR Code
5 FAQs	
6 Personal Information Collection Statement (PICS)	
7 Company Authorized Person" Appointment Form	

- Principal Trust Company (Asia) Limited has been distributing the packet to employers and employees from **late February / early March 2025**.
- Employers can start registering for the eMPF Platform website from **28 February 2025**.
- Each employer organization (BR Number) will receive a separate packet with a separate eMPF activation code.

- Employers who have not yet received the information packet are advised to contact Principal Trust Company (Asia) Limited as soon as possible.**



1

Take note on the **onboarding date**

2

### Register eMPF

After receiving the communication pack, employer can register eMPF according to the date started on the communication pack, while the account details will only be available on the eMPF Platform after the relevant schemes have got onboard the eMPF Platform.

3

### Operational arrangements during the Scheme Onboarding

Each scheme takes **5 to 8 days** to be transferred to eMPF Platform, during which the administrative instructions for the relevant MPF accounts will be suspended.

On or after the onboarding date, administrative instructions for relevant MPF schemes are processed via eMPF Platform (Web Portal/Mobile Application).

### Note

Each trustee will set different cut-off dates for different MPF instructions. Employers should pay attention to the notice issued by the trustee and submit the necessary instructions before the cut-off dates.



## 3

### Operational arrangements during the Scheme Onboarding

Each scheme takes 5 to 8 days to be transferred to eMPF Platform, during which the administrative instructions for the relevant MPF accounts will be suspended.

On or after the onboarding date, administrative instructions for relevant MPF schemes are processed via eMPF Platform (Web Portal/Mobile Application).

Instruction <sup>^</sup>	Received by us on or before <sup>**</sup> :
Participating employer / Member (excluding employee member) enrolment	8 April 2025
Scheme termination (excluding termination due to cessation of employment of employee member)	8 April 2025
Transfer-in (excluding Employee Choice Arrangement (“ECA”))	8 April 2025
Transfer-out of Members and participating employers	8 April 2025
Change of details relating to participating employers	8 April 2025
Employee member enrolment	10 April 2025
Termination due to cessation of employment of employee member	10 April 2025

Instruction <sup>^</sup>	Received by us on or before <sup>**</sup> :	
Redemption (including withdrawal and claim of accrued benefits <sup>†</sup> )	10 April 2025	
Contribution	10 April 2025	
Transfer-in through ECA	22 April 2025	
Change of details relating to Members	via post/ courier/ fax	8 April 2025
	via website	24 April 2025
Switching <sup>®</sup>	via post/ courier/ fax/ email	23 April 2025 4:00 p.m.
	via website/ mobile apps/ interactive voice response system (“IVRS”)	24 April 2025 4:00 p.m.
Change of investment mandate	via post/ courier/ fax/ email	23 April 2025 4:00 p.m.
	via website/ mobile apps/ IVRS	24 April 2025 4:00 p.m.



1

### Check and confirm the migrated account information

Check and confirm the migrated account information. If there is any discrepancy and missing, the information can be updated on the eMPF Platform.

2

### Understand the administrative process on the eMPF Platform (including contribution flow)

3

### Submit administrative instruction on the eMPF Platform

When the MPF Scheme onboarded to the eMPF platform, administrative services of the Scheme will be performed by the eMPF Platform instead of the Trustee. No matter paper form or online instructions should be submitted to eMPF Platform.

## Before the scheme is transferred to the eMPF scheme

- The MPF scheme has **not yet been transferred** to the platform, and employers should continue to hand over the relevant MPF administrative instructions directly to **the corresponding trustees**.

## Service Cut-off Time and Transitional Arrangements

- If the administrator receives any instruction to convert / vary the investment authority after the closing date and before the effective date, all relevant instructions will be rejected and will not be processed by the trustee/administrator before the transitional arrangement.

## After the scheme is transferred to the eMPF scheme

- All administrative procedures of MPF schemes **must be processed by the eMPF** on or after the date of the transitional platform, at which time instructions, whether submitted on paper or online, must be submitted to the location designated by the eMPF or through the eMPF Platform (eMPF Online Platform/eMPF Mobile App).
- In addition to **the eMPF ID assigned** at the time of registration, the **Employer Account Number (EMPF)** of the participating scheme will also replace the existing **Principal MPF Scheme Contract Number**.

Principal MPF Scheme  
**Contract No.**



Principal MPF Scheme  
**ER Account No.**

# Assigned Employer Account Number

Original Name in Principal MPF Scheme	New No. / Category	Details	How to search for related numbers
N/A	eMPF ID	After each company registers for the eMPF, the platform will assign a <b>unique eMPF ID</b> to each company. The new eMPF ID is a unique number for employers on the eMPF Platform.	Employers can log in to the eMPF Platform and enquire about their <b>eMPF ID</b> on the login page.
Contract No. [SD xxxxxx]	Employer Account No.	When the participating MPF scheme transferred to eMPF Platform, your company will be <b>assigned a new employer account number</b> , which will replace the existing Principal Scheme Contract Number.	Login eMPF platform <b>Manage Scheme &gt; Manage Registered Scheme</b> , checking employer account number and relevant account details
Member Class	Member Class	Under the company's voluntary contribution arrangement, employees under the same arrangement can be classified into the <b>same member class</b> . There is a <b>designated voluntary contribution calculation method</b> and <b>vesting scale</b> for the same member class	Login eMPF platform <b>Manage Scheme &gt; Manage Registered Scheme</b> , checking employer account number and relevant account details
Pay Centre	Payroll Group	<p>“<b>Payroll Group</b>” refers to different groups of employees with different contribution settings (e.g. contribution cycle, default payment method, etc.) to facilitate employers to manage contributions. In general, Payroll group refer to the subordinate centers/department codes/payment center numbers/subsidiary scheme numbers under an MPF scheme.</p> <p>If the employer has more than one contribution cycle and employee grouping under the scheme, the employer will have more than one payroll group after the scheme transferred to eMPF Platform. Employers can search in eMPF Platform to find out the corresponding “<b>Payroll group</b>”.</p>	Login eMPF platform <b>Manage Scheme &gt; Manage Registered Scheme</b> , checking employer account number and relevant account details

### After the scheme is transferred to the eMPF scheme

#### Principal exciting administrative forms:

- If you need to submit administrative forms, please note that there will be a `period after the scheme joins the platform, during which the eMPF Platform will continue to accept the existing administrative forms of the scheme. Please note that existing administrative forms received after the grace period (5 July 2025) **will not be accepted**. In addition, we recommend that the new eMPF Platform Administrative Form be used as soon as possible. **Starting from 7 May 2025**, all MPF administrative forms can be downloaded from the **eMPF website**:  
<https://portal.empf.org.hk/enquiry/usefulFormsSelect?userRole=employer5>
- Employers and scheme members should carefully review and confirm the correctness of the information transferred to the eMPF scheme by the trustee of the trustee and the scheme member. If there are any errors or omissions in the information, you can update them on the eMPF Platform.
- If MPF contributions are paid by cheque/e-Cheque, the cheque should be made payable to "**PTC-MPF S800 / PTC-Smart Plan / PTC-Simple Plan**" as usual. Cheques need to be issued separately for each payroll group, and we recommend that you switch to electronic payment to avoid the surcharge due to late contributions due to postal delays or clerical errors.

# Administrative changes after the scheme onboarding (Employer)

## Submit instructions electronically via the eMPF Platform (Online)



eMPF Web Portal

eMPF Mobile App

## Instructions submitted by paper-based means (Offline)



Email address

(forms@support.empf.org.hk)



Fax

(3197 2988)



Mail Box

PO Box 98929  
Tsim Sha Tsui  
Post Office



In Person

Drop in Box in  
Service Center

## Administrative changes after the transfer plan (Employer)

	Existing	eMPF
<b>Contribution (Submission of Contribution Data)</b>	<ul style="list-style-type: none"> <li>Preparation of remittance statements in advance</li> <li>Employers submit contribution information by email</li> </ul>	<ul style="list-style-type: none"> <li>Employers can submit contribution information (including uploading documents) through the Employer's Portal; or submit contribution information through the application programming interface (i.e. API) of the payroll system provider</li> <li>Employers can mail, fax or email paper remittances to the eMPF Platform</li> <li>Employers can also submit paper remittances in person at the eMPF Service Centre</li> <li>Employers can select and set up pre-set voluntary contribution calculation methods for different groups of employees on the eMPF Platform</li> <li>eMPF Platform will not validate the voluntary contribution rules which classified as <b>Irregular lump sum</b></li> </ul>
<b>Contribution (Payment Method)</b>	<ul style="list-style-type: none"> <li>Paper Cheques</li> <li>Direct Deposit</li> <li>Direct Debit Authorisation</li> </ul>	<ul style="list-style-type: none"> <li>Electronic payment methods include Direct Deposit, Direct Debit Authorization</li> <li>If contributions are paid by cheque, each payroll group is required to submit related cheque to the designated channels of the eMPF Platform</li> <li>Set up eDDA/Direct Debit Authorisation through the eMPF Platform Contributions must be made on a company-by-company basis The balance of the Reserve Account and the Forfeiture Account is used to pay the contributions</li> </ul>

# eMPF Employer Portal – Features Overview

# Overview of Employer Portal Features



## Registration and Enrolment

- eMPF Registration
- Scheme Enrolment



## Manage Contribution

- Calculate and submit mandatory contributions
- Calculate and submit voluntary contributions
- Diversified payment methods
- Recover default contribution



## Manage MPF Account

- Fund switching
- Scheme Transfer
- Employee Enrolment
- Employee Termination
- LSP/ SP Offsetting
- Withdraw MPF benefits



## My Account

- Profile Management
- User Management
- Letter and Statement



## Notices, Documents and Reports

- Notices and Documents
- Action Items

## 1 Username, Employer's eMPF ID and Company Name

## 3 My Account Dashboard

Click the menu option and switch MPF schemes to view an overview of each MPF account, the new contributions and transfer-in amount, investment gains or losses, and more.

**Welcome, Chan Siu Ming**  
 Employer's eMPF ID: 12345678900 | Company: Company A  
 Last login time: 02/01/2024, 15:00 | Status: Success

**Outstanding Task Summary**  
 You have 5 outstanding task(s) for follow-up. [See All](#)

You have unsettled contribution(s)  
 You have outstanding/partially settled contributions for your follow-up. Please review to submit employee contribution records and/or make payments accordingly.

**Outstanding Task** [Customise](#)

Enrolment 1	Contribution 2	Transfer 1
Termination 1	Long Service Payment/ Severance Payment 0	Registration 0

**My Account Dashboard**  
 Account: All Accounts

Total Balance <b>\$ 536,034.26</b> <small>As of 02/01/2024</small>	=	Net Contributions & Transfer-in Amount <b>\$ 464,031.10</b> <small>Since Account Inception</small>	+	Investment Gain (Loss) <b>\$ 72,003.16</b> <small>Since Account Inception</small>
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All Accounts **\$ 536,034.26**

MPF Scheme A Trustee A	\$ 192,553.38 ▲ \$ 12,002.06	>
MPF Scheme B Trustee B	\$ 231,661.01 ▲ \$ 60,301.10	>
MPF Scheme C Trustee C	\$ 111,819.87 ▼ \$ 300.00	>

## 2 Outstanding Tasks

View the outstanding task summary, you may add or remove to customize the types of tasks to be shown on the landing page.

## 6 Menu

Click on each menu one by one to view and submit different MPF instructions.

### Manage Scheme

Enrol Scheme  
Manage Enrolled Scheme  
Reserve Account and Forfeiture Account

### Manage Employee

View Employee List  
Enrol New Employees  
Terminate Employees  
Transfer Funds

### Manage Contribution

View Contribution Period  
View Submitted Remittance Statements  
View Default Contribution and Surcharge Record

### My Account

My Record  
My Letter and Statement  
Profile Management  
User Management  
eMPF Account Setting

**Welcome, Chan Siu Ming**  
Employer's eMPF ID: 12345678900 | Company: Company A  
Last login time: 02/01/2024, 15:00 | Status: Success

**Outstanding Task Summary**  
You have 5 outstanding task(s) for follow-up: [See All](#)

You have unsettled contribution(s)  
You have outstanding/partially settled contributions for your follow-up. Please review to submit employee contribution records and/or make payments accordingly.

**Outstanding Task** Customise

Enrolment 1	Contribution 2	Transfer 1
Termination 1	Long Service Payment/ Severance Payment 0	Registration 0

**My Account Dashboard**  
Account: All Accounts

Total Balance <b>\$ 536,034.26</b> <small>As of 02/01/2024</small>	=	Net Contributions & Transfer-in Amount <b>\$ 464,031.10</b> <small>Since Account Inception</small>	+	Investment Gain (Loss) <b>\$ 72,003.16</b> <small>Since Account Inception</small>
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**All Accounts** **\$ 536,034.26**

<input type="checkbox"/> MPF Scheme A Trustee A	\$ 69,553.38 <small>▲ \$ 638.99</small>
<input type="checkbox"/> MPF Scheme B Trustee B	\$ 59,661.01 <small>▲ \$ 139.99</small>
<input type="checkbox"/> MPF Scheme C Trustee C	\$ 61,462.99 <small>▲ \$ 202.99</small>
<input type="checkbox"/> MPF Scheme D Trustee D	\$ 31,268.42 <small>▼ \$ 28.99</small>

## 4 Notification

## 5 View all Action Items

View contribution reminders and pending applications here, including :

- Outstanding Contributions
- Employee Contribution Data which is pending for Approval
- Long Service Payment (LSP) / Severance Payment (SP) offset application from your employee

# A. Employer Portal eMPF Registration



## Who needs to register eMPF?

Employer must register eMPF for **each company**. If the employer has completed the eMPF registration for the company, he only needs to login to eMPF with an account to manage the MPF accounts of one or multiple companies.



After receiving "eMPF Communication Pack"

### Preparations required for registration



Personal Mobile Phone



"eMPF" Activation Code

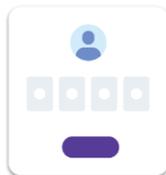


Company Authorized Person Form



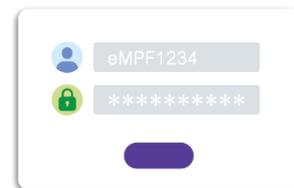
Business Registration Certificate/Certificate of Company Registration

## Steps to Register eMPF



First Step	Second Step	Third Step
Verify identity and set up Company Authorized Person	Company Authorized Person should fill in the information identifying the company and enter "eMPF" activation code	<b>Upload Supporting Documents</b> 1. Company Authorized Person Form (Download Template Board Resolution of Authorized Person 2. Business Registration Certificate / Certificate of Company Registration / MPF scheme Document

## Activate eMPF



After receiving notification, the company authorized person will conduct identity verification and establish a user name and password



# Employer – Simplify registration

致：積金易平台有限公司  
To: eMPF Platform Company Limited

SDOR

### 委任「公司獲授權人」表格 "Company Authorized Person" Appointment Form

「積金易」平台是一個綜合的電子平台，為僱主和計劃成員提供簡便的一站式用戶體驗。要享受「積金易」平台帶給您的好客及方便，僱主須委任一名公司代表成為「公司獲授權人」，為公司註冊使用「積金易」平台及日後代表公司在「積金易」平台上處理強積金事宜。「公司獲授權人」將有機會使用「積金易」平台的各種功能，包括更新公司資料、為新僱員登記計劃、繳交供款等。詳情請見第 2 頁。僱主可以使用此表格<sup>1</sup>委任「公司獲授權人」。

The eMPF Platform is a comprehensive electronic platform that provides a convenient one-stop user experience for employers and scheme members. To enjoy the benefits and convenience of the eMPF Platform, an employer has to appoint a representative to be the "Company Authorized Person (CAP)" to register for eMPF on behalf of the company and handle MPF matters on the eMPF Platform going forward. The CAP will have access to all functions available on the eMPF Platform, including updating company information, enrolling new employees and making contributions, details of which are listed on page 2. Employers may appoint their CAP by using this form<sup>1</sup>.

**注意事項**

- 請以中文或英文填寫此表格。
- 屬於有限公司/無限期公司/組織/經營經營者/合夥企業（以下統稱「公司」）的僱主，須委任一名公司獲授權人使用強積金平台。
- 此表格須由公司獲授權人簽署，簽名樣本必須與受託人預行紀錄上的簽名樣本相符。
- 填妥本表格後，「公司獲授權人」在註冊積金易時，須上載此表格。

**Notes**

- Please complete this form in Chinese or English.
- An employer being a limited company / unlimited company / organization / sole proprietorship / partnership (collectively referred to as the "Company" below) must appoint a CAP for using the eMPF Platform.
- This form must be signed by the authorized signatory of the Company and the signature must match with the signature specimen maintained in trustee's current record.
- This form should be uploaded by the CAP when registering for the eMPF Platform.

公司名稱 Company Name		
商業登記號碼 <sup>2</sup> Business Registration No. <sup>2</sup>		
公司獲授權人 <sup>1,4</sup> Company Authorized Person <sup>1,4</sup>	全名 Full Name	
	香港身份證號碼 / 護照號碼 <sup>4</sup> Hong Kong Identity Card No. / Passport No. <sup>4</sup>	
本公司現委任上述人士為「公司獲授權人」，代表本公司 (i) 註冊使用積金易平台及 (ii) 執行積金易平台提供的所有功能。 Our Company hereby appoints the above-named person as the "Company Authorized Person (CAP)" to act for and on behalf of the Company to (i) register for the eMPF Platform; and (ii) perform all functions available on the eMPF Platform.		
公司獲授權人 Authorized Signatory of the Company	全名 Full Name	
	職銜 Job Title	
代表上述公司簽署 Signed for and on behalf of the above-named Company	簽名 Signature	日期 Date

<sup>1</sup> 刪或不適用劃掉  
Please delete whichever is inapplicable      (註釋列於第 2 頁)  
(Footnotes are listed on page 2)

eMPF Activation Code

Registration date

**注意** 本頁載有重要資料，包括您公司的「積金易」啟動碼，請保留作參考，輕鬆註冊「積金易」！

### 如何註冊「積金易」

作為僱主，不論您有多少個強積金計劃，您只須辦理「積金易」註冊開戶手續一次，便能將您公司所有已轉移至「積金易」平台的計劃。

僱主名稱：

您公司的「積金易」啟動碼：

您可以在**此日期起**辦理註冊「積金易」：

辦理註冊前，請先準備以下資料及文件：

1

「積金易」啟動碼  
(見上)

2

商業登記證 /  
公司註冊證明書

3

委任「公司獲  
授權人」表格  
(請按二維碼下載表格填寫)

### 註冊步驟

請在 2024 年 7 月 12 日起掃描右方的二維碼，透過智能手機或平板電腦下載「積金易」流動應用程式，或瀏覽「積金易」網上平台，以啟動註冊程序。

流動應用程式

網上平台

登入「積金易」程式或網上平台後，僱主或公司獲授權人請按以下步驟註冊「積金易」：

- 申請**
  - 輸入「公司獲授權人」資料
  - 輸入「積金易」啟動碼
  - 輸入商業登記證/公司註冊證明書號碼
  - 上載委任「公司獲授權人」表格及商業登記證/公司註冊證明書
- 啟動**
  - 輸入「公司獲授權人」資料
  - 設置用戶名稱及密碼
- 完成!**

「積金易」平台收到您的註冊申請後會在兩個工作天內發電郵/短訊通知「公司獲授權人」啟動帳戶

# Company Authorized Person Appointment Form

公司名稱 Company Name			
商業登記證號碼 <sup>2</sup> Business Registration No. <sup>2</sup>			
公司獲授權人 <sup>3,4</sup> Company Authorized Person <sup>3,4</sup>	全名 Full Name		
	香港身份證號碼 / 護照號碼 * Hong Kong Identity Card No. / Passport No. *		
<p>本公司現委任上述人士為「公司獲授權人」，代表本公司 (i) 註冊使用積金易平台及 (ii) 執行積金易平台提供的所有功能。</p> <p>Our Company hereby appoints the above-named person as the "Company Authorized Person (CAP)" to act for and on behalf of the Company to (i) register for the eMPF Platform; and (ii) perform all functions available on the eMPF Platform.</p>			
公司授權簽署人 Authorized Signatory of the Company	全名 Full Name		
	職銜 Job Title		
代表上述公司簽署 Signed for and on behalf of the above-named Company	簽名 Signature	日期 Date	

Company Authorized Person must be the person to perform the eMPF Registration process, while he/she will be the very first user on eMPF Platform on behalf the company

Authorized Signatory of the Company

The signature specimen must be exactly match with record from Principal trustee.

\* 請把不適用刪除

(註釋請見第 2 頁)

- Employer can visit the eMPF **Website** or download eMPF **Mobile App** to register eMPF account.

## Tips:

- Please ready the supporting documents below during the registration:
  - Business Registration
  - Certificate of Incorporation
  - Company Authorized Person form

## Registration for eMPF

Only a few steps to complete your eMPF registration. Please select your role.



### Member

Applicable to all MPF scheme members, such as:

- Regular employees
- Casual employees
- Self-employed persons
- Personal account holders
- tax-deductible voluntary contributions holders



### Employer

Applicable to employers who need to make MPF contribution for their employees.

Back

## Employer Registration

3 steps to register eMPF



### Step 1 Fill in Company Information

Provide company details, address, and select the preferred language of communication.



### Step 2 Set Company Authorized Person & Contact Person

Set company authorized person(s) and contact person(s), and provide required personal information accordingly.



### Step 3 Upload Supporting Document

Upload company-related supporting documents, such as Business Registration Certificate.

Watch Tutorial Videos

### Required Items

Before you start, please prepare the following items to ensure a smooth registration process:

- ✓ Business Registration / Partnership Deed / Evidence of Unincorporated Body
- ✓ Company-related supporting documents
- ✓ Mobile phone and email address (to receive the one-time passcode for verification and activate your account through the mobile app if applicable)

Retrieve Existing Record / Saved Record to Continue

Back

Start Registration

Select an authentication method :

- I. "e-Identity Verification" or
- II. "iAM Smart"

## Select Identity Verification Method

For security reasons, please choose a method to verify your identity first.



### e-Identity Verification

Authenticate by performing HKID scanning and facial recognition



### "iAM Smart"

Authenticate by logging in to "iAM Smart"

Back

### "e-Identity Verification" tips :

- ✓ "e-Identity verification" is for authentication by scanning Hong Kong Identity Card and facial recognition

### "iAM Smart" tips :

- ✓ If you have registered as a user of "iAM Smart", you are recommended to use "iAM Smart" for verification, which is simple and fast
- ✓ "iAM Smart" can also be used as a way to log in to the eMPF Platform in future



Your company has registered for eMPF and granted you the right to log in to the eMPF employer platform. Please visit eMPF Employer Portal to activate eMPF.

After submitting registration application on eMPF portal, system will show the submission date and time and the reference number. The application will be submitted to the eMPF Administration office for processing.

Once the registration is successfully approved, the **company authorized person** will be notified via email/SMS within 2 business day for **eMPF account activation**.

## Company Authorized Person

Register  
Successful

Do not have an account? Register. [Activate your eMPF](#)

### Log in to eMPF

Member **Employer**

Username  [Forgot Username?](#)

Password  

Remember Me [Forgot Password?](#)

Login

or

 Login with IAM Smart

## B. Employer Portal eMPF Activation



## eMPF Activation for Company Authorized Person

The Company Authorized Person can click "Activate your Account" under the Employer login page.

Then enter your Name, Date of birth, Hong Kong ID card number and the email address or mobile phone number registered during registration to obtain a one-time password.

Then enter the verification code you received to complete verification.

### Activate your eMPF

Please enter your HKID No./ Passport No. and registered contact information to activate your eMPF.

ID Type  
 HKID No.  Passport no.

ID No.  
..... 

Choose and enter your registered contact information to receive your one-time passcode (OTP):

Registered Email  
test@gmail.com

Registered Mobile No.

[Back](#) [Send One-time Passcode \(OTP\)](#)

### Enter Verification Code

Enter the verification code we have sent by email to u\*\*\*\*\*@ifastepension.com.my.

Did not get a code? [Resend in 37 seconds](#)

[Back](#)

Create your **username and password** to activate your account.

Once the account activated, you can use your username and password to log on to the eMPF Platform.

## Create Username and Password

Please create your username and password for your eMPF account.

Username

- Within 8 - 50 characters with at least 1 letter. English letters, numbers, \_ (underscore) and . (dot) can be used.

Password

- At least 10 characters
- At least 1 upper case alphabet
- At least 1 lower case alphabet
- At least 1 number
- At least 1 of the following special characters !@#\$%^&\*(){} []

Confirm Password

Confirm

1. Who can be the authorized person of a company registering for the MPF platform?
2. Only one individual can be authorized as the authorized person of the company during registration?
3. Can I appoint myself in the "Company Authorized Person Appointment Form"?
4. Some companies have no employees for a period of time. Do I need to register for eMPF for these companies?
5. Can the outreach team support me with platform registration?

## C. Inquire toward scheme information in eMPF



## Inquire about the plan information transferred to the platform

- If your company's MPF scheme has joined the eMPF, you can click "**Manage Schemes > Manage Registered Schemes**" in the menu after logging in to check your company's MPF scheme accounts, and select "**Manage Contributions > Check Contribution Period**" to check the relevant employees' information and latest contribution records. The trustee will transfer the data of the MPF scheme to the eMPF, including:



Please ensure that the relevant MPF scheme has been transferred to the eMPF Platform. You can also go to the eMPF Platform to check the schedule for joining the Platform.

[https://www.empf.org.hk/latestNews/news/empf\\_onboarding\\_schedule?parent=/latestNews/whatsNew](https://www.empf.org.hk/latestNews/news/empf_onboarding_schedule?parent=/latestNews/whatsNew)

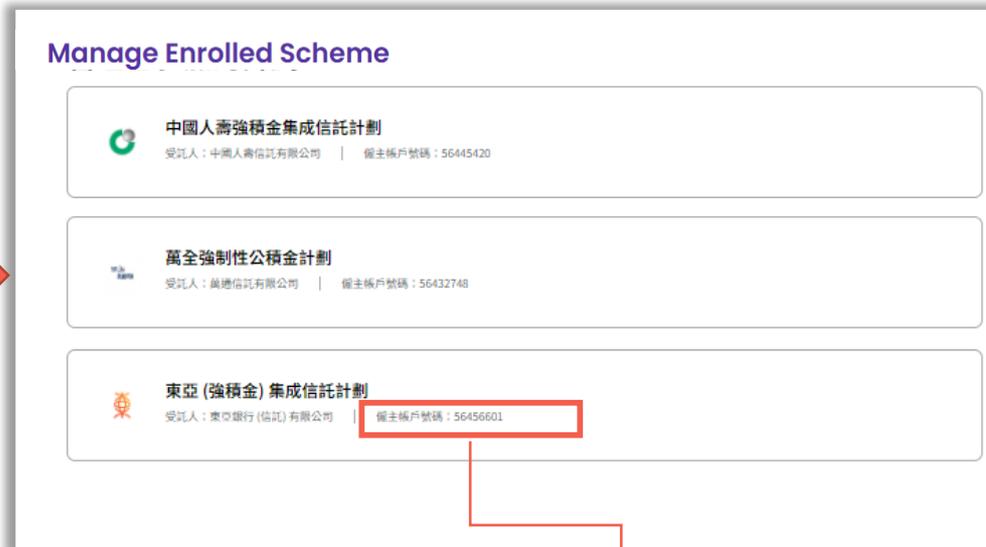
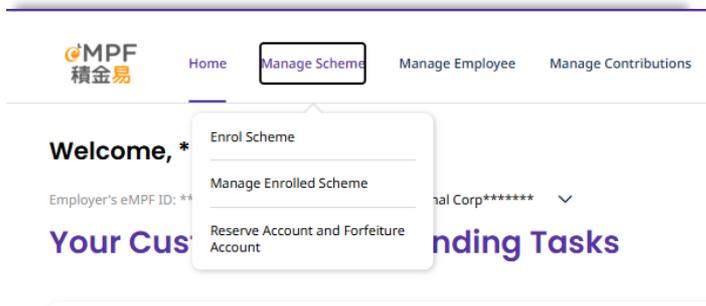
# Inquire about the plan information transferred to the platform

Scheme	Details	Inquire steps
Scheme Authorized Person	By default, the <b>Scheme authorized person</b> is granted authority at the scheme and payroll group level to execute various instructions for the registered scheme, including managing the registered scheme, managing the payroll group, etc.	Login eMPF platform <a href="#">Manage Scheme &gt; Manage Enrolled Scheme</a> , checking employer account number and relevant account details
Contact person	The eMPF Platform will contact the company's contact person (including but not limited to letters, e-newsletters and telephones). *We have <b>Contact person under the payroll group</b> . For day-to-day MPF matters, the eMPF Platform will more often contact the payroll group contacts.*	
Principal	The "principal" of a company generally refers to the director/co-owner/sole proprietor/manager/ultimate owner of the company	
Payroll group	" <b>Payroll group</b> " is a subgroup of employees with the same contribution information (e.g. contribution cycle, default payment method, etc.) <b>For employees in the same wage group</b> .	
Member Class	Under the company's voluntary contribution arrangement, employees under the same arrangement can be classified into the same <b>Member Class</b> . There is a designated voluntary contribution calculation method and vesting ratio for the same member group.	
Exciting employees	All active employees who have completed the registration of an MPF scheme will be displayed in the form of a list.	Login eMPF platform <a href="#">Manage Scheme &gt; Manage Enrolled Scheme</a>
Contribution Record	Details of all MPF contribution records made on the platform before and after the transfer of schemes can be found on the eMPF Platform	Login eMPF platform <a href="#">Manage Scheme &gt; Manage Enrolled Scheme</a>

# View the registered schemes

Login eMPF platform

Manage Scheme > Manage Registered Scheme, checking employer account number and relevant account details



**MPF Scheme**  
Employer No.

# View the registered schemes

- Under the Manage Enrolled Schemes page, employers can check the MPF schemes that have been registered and transferred to the eMPF Platform, including general information, Scheme Authorized Person, contact persons, principals, payroll groups, and contribution and membership groups.

Home Manage Contributions My Account

## Manage Enrolled Scheme

Scheme: Terminate Scheme

General Information **Scheme Authorized Person** Contact Person Principal Payroll Group and Contribution

**Scheme Authorized Person 1**

**Personal Details**

Title	Surname (English)	Given Name (English)
Mr	Chan	Yuen Ching
Surname (Chinese)	Given Name (Chinese)	ID Type
陳	苑瑛	HKID No.
ID No.	Date of Birth (DD/MM/YYYY)	Nationality
		Chinese
Job Title		
CEO		

---

**Contact Information**

Email Address	Mobile No.	Telephone No.

---

Address 
Back
Edit

## Manage Enrolled Scheme

Scheme:

Terminate Scheme

General Information **Scheme Authorized Person** Contact Person Principal Payroll Group and Contribution

## Scheme Authorized Person 1

## Personal Details

Title	Surname (English)	Given Name (English)
Mr	Chan	Yuen Ching
Surname (Chinese)	Given Name (Chinese)	ID Type
陳	允晴	HKID No.
ID No.	Date of Birth (DD/MM/YYYY)	Nationality
		Chinese

## Job Title

CEO

## Contact Information

Email Address	Mobile No.	Telephone No.
---------------	------------	---------------

## Address

Country / Region	City
Hong Kong	
Flat / Shop / Unit / Suite / Room / Others	Floor (e.g. please input "12/F")
Block / Tower / House / Others	Building
Street (street no. and street name)	District
Postal Code	

## Way of Communication

Preferred Language of Communication  
English

Back

Edit

- Login eMPF , select 「**manage employee**」 > 「**view employee list**」 。 All active employees who have completed the registration of an MPF scheme will be displayed in the form of a list.

English Name	Chinese Name	ID Type	ID No.	Staff No.	Scheme (Employer Account No.)	Payroll Group	Status
ZHANG Si'hen		HKID No.	A3444****		My Choice Mandatory Provident Fund Scheme 56467T13	001	Temporary Record
LEE Kin Chung	李健忠	HKID No.	A3450****		My Choice Mandatory Provident Fund Scheme 56467T13	001	Active
NG Man Bun	黃文振	HKID No.	A3450****		My Choice Mandatory Provident Fund Scheme 56467T13	001	Active
Lau Sie Ting	劉錫婷	HKID No.	A3450****		My Choice Mandatory Provident Fund Scheme 56467T13	001	Pending Long Service Payment / Separation Payment Submission
Cheung Yu Hin	黃子軒	HKID No.	A3450****		My Choice Mandatory Provident Fund Scheme 56467T13	001	Active
Yung Nga Ting	楊麗婷	HKID No.	A3450****		My Choice Mandatory Provident Fund Scheme 56467T13	001	Active
Lam Ka Yan	林嘉恩	HKID No.	A3450****		My Choice Mandatory Provident Fund Scheme 56467T13	001	Temporary Record
Loong Kar Ho	梁卓豪	HKID No.	A3450****		My Choice Mandatory Provident Fund Scheme 56467T13	001	Temporary Record

Renew employee details

Total number of registered employee accounts

- By clicking on an individual employee's record under "**Check Employee List**", employers can check the relevant employee information and their employment details. If there is a need to change the relevant employment details, the employer can click on **Edit** for further processing.

### Employee Details


Trustee: BOCI-Prudential Trustee Limited | Employer Account No.: 56440713

#### Employee Details

Personal Information		
Surname (English)	Given Name (English)	Surname (Chinese)
ZHANG	Si Yen	
Given Name (Chinese)	ID Type	ID No.
	HKID	A3444***** 
Mobile No.	Email	
Employment Details		
Date of joining the Scheme (DD/MM/YYYY)	Previous Date of Employment (DD/MM/YYYY)	Date of Employment (DD/MM/YYYY)
02/05/2024		02/05/2024
Visa Issue Date (DD/MM/YYYY)	Payroll Group	Member Class
	ree mc	
Staff No.	Employee type	
	New Employee	

Back
Edit

# D. Contribution



## Method 1 : eMPF Web Portal / eMPF Mobile App (ER Portal)

Employers can use **Web Portal / Mobile App** to select submission method, **both** mainly for submission contribution data, especial handle with different scenario.



## Method 2 : Uploading Standardized Spreadsheet (Bulk Upload/API)

Employers can submit **standardized format Contribution data by Bulk upload** through eMPF ER Portal, or through API via integrated payroll system



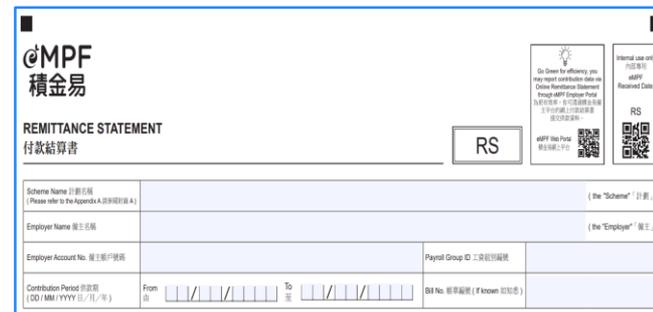
## Method 3 : Submit Remittance Statement via eMPF

Employers can mail, email, fax or in person submission in service centre to the eMPF Platform.





- All MPF scheme migrated to eMPF Platform, if contribution data submission by offline, are advised to use standardized format of Remittance statement in submission. Two months after migration, eMPF Platform will not accept the remittance statements provided by current trustee's format.
- Standardized Remittance Statement ( shown as right side, applicable for MPF scheme already migrated to eMPF Platform ) Can download at eMPF Platform Useful Tool → [Form Centre](#)
- Employer users can submit remittance statement to eMPF Platform through the following methods:
  - Mail : PO Box 98929 Tsim Sha Tsui Post Office
  - Email : forms@support.empf.org.hk
  - Fax : 3197 2988
  - In person to Service Centre :
    - Hong Kong Island**  
Unit 601B, 6/F, Dah Sing Financial Centre, 248 Queen's Road East, Wan Chai, Hong Kong
    - Kowloon**  
Unit 1205-6, 12/F, Chinachem Plaza, 77 Mody Road, Tsim Sha Tsui East, Kowloon
    - New Territories**  
Unit 1802A, 18/F, Tower 2, Nina Tower, 8 Yeung Uk Road, Tsuen Wan, New Territories
- If employers submit non-standardized remittance statement, it must be accompanied by the and submitted by **Page 1 & 8 of the standardized remittance statement (Authorized signatures and company chip)** using the aforementioned methods.



**eMPF 積金易**

**REMITTANCE STATEMENT**  
付款結算書

RS

Scheme Name 計劃名稱 (Please refer to the Appendix A 附錄A) (The "Scheme" 計劃)

Employer Name 僱主名稱 (The "Employer" 僱主)

Employer Account No. 僱主帳戶號碼 Payroll Group ID 工資組別編號

Contribution Period 供款期 (DD / MM / YYYY 日 / 月 / 年) From 由 To 至 Bill No. 報單編號 (If known 如知道)

- ❖ *Employers applicable to the following administrative arrangement*
  - *Current remittance statement submitted by offline handling (e.g., Email or mail)*

## I. Make a New Contribution



## II. Update Employee List

Employer can enroll new Employee, add existing employee and terminate employee

## III. Check Historical Records

Employer can check and review past contribution record

Select Payroll Group and  
Contribution Period

Submit Contribution Details

Internal Approval

Make Contribution

Employer clicks "Make Contributions"  
under "Manage Contributions"

The screenshot displays the eMPF web application interface. At the top, the navigation menu includes 'Home', 'Manage Scheme', 'Manage Employee', 'Manage Contribution' (highlighted with a red box), and 'My Account'. On the right side, there are icons for a shopping cart with a '21' notification, a bell, and a 'Log out' button. The main content area is titled 'Contribution Period' and contains the instruction 'Select a scheme to view the contribution details'. Below this, a card for 'Scheme A' is shown, with 'Trustee A' and 'Employer Account No.: 56438283 | Account Status: Active'. At the bottom of the card, a grey bar displays 'Unsettled Contributions: 16' and 'Outstanding Payment: 6'.

Select Payroll Group and Contribution Period

Submit Contribution Details

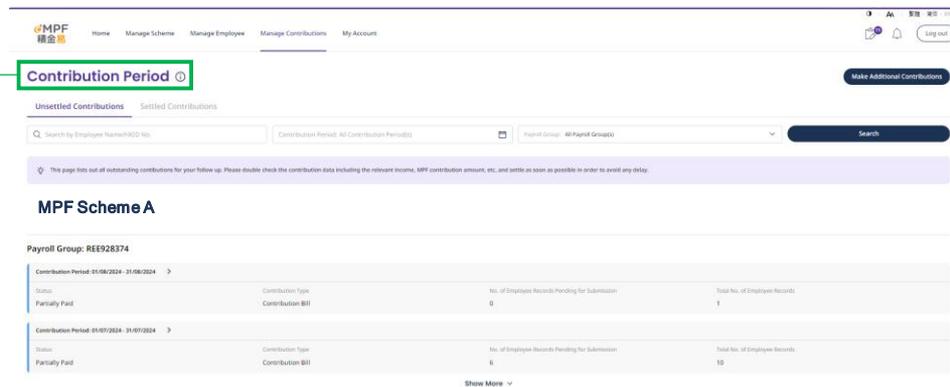
Internal Approval

Make Contribution

Select the required "Payroll Group" and click on a specific contribution period to enter the details page to view and submit contribution information

### Tips :

On the contribution period page, all unpaid contribution information within the same payroll group will be displayed in the "Unsettled Contribution" tab.



The screenshot shows the MPF web interface. At the top, there are navigation links: Home, Manage Scheme, Manage Employee, Manage Contributions, and My Account. The 'Contribution Period' tab is highlighted in green. Below the navigation, there are search filters for 'Unsettled Contributions' and 'Settled Contributions'. A search bar is present with the text 'Search by Employee Name/REGID No.'. Below the search bar, there is a message: 'This page lists out all outstanding contributions for your follow up. Please double check the contribution data including the relevant income, MPF contribution amount, etc. and settle as soon as possible in order to avoid any delay.' The main content area is titled 'MPF Scheme A' and shows 'Payroll Group: REE928374'. There are two rows of contribution periods, each with a 'Partially Paid' status.

Contribution Period	Status	Contribution Type	No. of Employee Records Pending for Submission	Total No. of Employee Records
01/08/2024 - 31/08/2024	Partially Paid	Contribution Bill	0	1
01/07/2024 - 31/07/2024	Partially Paid	Contribution Bill	6	10

Select Payroll Group and Contribution Period

Submit Contribution Details

Internal Approval

Make Contribution

Employee's relevant income displayed on the details page is automatically entered based on the last submitted record

Employers can update their employees' **relevant income** and **basic salary**, and the system will **update mandatory and voluntary contributions** based on the new income

Once completed, click "Next"

Click to go back (Alt+Left arrow), hold to see history

eMPF 積金易 Home Manage Scheme Manage Employee Manage Contributions My Account

Submit Employee Contribution Data

Employee Contribution Data

Please select the employee(s) and update the contribution details.

Select All	Name (Member Account No.)	ID No.	Contribution Period	Relevant Income	Basic Salary	Contributions	Employer's Mandatory Contributions	Employee's Mandatory Contributions	Employee's Voluntary Contributions	Employee's Voluntary Contributions
<input type="checkbox"/>	Chan Sau Ming54491130	A3450*****	01/08/2024 - 31/08/2024	<input type="text"/>	<input type="text"/>	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
<a href="#">Terminate</a> <span style="float: right;">Total \$ 0.00</span>										
<input type="checkbox"/>	Chan Tai Man54433776	L8670*****	01/08/2024 - 31/08/2024	<input type="text"/>	<input type="text"/>	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
<a href="#">Terminate</a> <span style="float: right;">Total \$ 0.00</span>										
Selected Records: 0		Employer's Mandatory Contributions: \$ 0.00		Employer's Mandatory Contributions: \$ 0.00		Employer's Voluntary Contributions: \$ 0.00		Employer's Voluntary Contributions: \$ 0.00		Total Amount (M2): \$ 0.00

Cancel Save Progress Next

Select Payroll Group and Contribution Period

Submit Contribution Details

Internal Approval

Make Contribution

After clicking "Next", the employer can check and confirm the employee's contribution data, then click "Submit"

The screenshot shows the 'Confirmation' step of the MPF contribution submission process. The page title is 'Confirmation' and the breadcrumb trail includes 'Home', 'Manage Scheme', 'Manage Employee', 'Manage Contributions', and 'My Account'. The progress bar indicates the current step is 'Confirmation' (Step 2 of 2).

The main content area displays 'Employee Contribution Data' with the following table:

Name (Member Account No.)	ID No.	Contribution Period	Relevant Income	Basic Salary	Total	Contributions			
						Employer's Mandatory Contributions	Employee's Mandatory Contributions	Employer's Voluntary Contributions	Employee's Voluntary Contributions
Chan Siu Ming (56451130)	A3450****	01/08/2024 - 31/08/2024	\$ 1,000.00	\$ 780.00	\$ 50.00	\$ 50.00	\$ 0.00	\$ 0.00	\$ 0.00
Chan Tai Man (56433776)	L8670****	01/08/2024 - 31/08/2024	\$ 2,000.00	\$ 1,000.00	\$ 100.00	\$ 100.00	\$ 0.00	\$ 0.00	\$ 0.00
Total Results: 2					Total Amount (HKD)	\$ 150.00	\$ 0.00	\$ 0.00	\$ 0.00

Below the table is an 'Edit' link. At the bottom of the page, there are three buttons: 'Back', 'Save Progress', and 'Submit' (which is highlighted with a red circle).

# Contribution (Data & Payment) Submission

1 Submit Employee Contribution Data
2 Confirmation

## Employee Contribution Data

Please select the employee(s) and update the contribution details.

Update Employee List
Reset

Select All	Name (Member Account No.)	ID No.	Contribution Period	Relevant Income	Basic Salary	Contributions				
						Employer's Mandatory Contributions	Employee's Mandatory Contributions	Employer's Voluntary Contributions	Employee's Voluntary Contributions	
<input checked="" type="checkbox"/>	[Redacted]	A345*****	01/04/2024 - 30/04/2024	\$ 35,000.00		\$ 1,500.00	\$ 1,500.00	\$ 0.00	\$ 0.00	Total \$ 3,000.00
<input checked="" type="checkbox"/>	[Redacted]	A345*****	01/04/2024 - 30/04/2024	\$ 5,000.00		\$ 250.00	\$ 0.00	\$ 0.00	\$ 0.00	Total \$ 250.00
<input checked="" type="checkbox"/>	[Redacted]	A345*****	01/04/2024 - 30/04/2024	\$ 20,000.00		\$ 1,000.00	\$ 1,000.00	\$ 0.00	\$ 0.00	Total \$ 2,000.00
<input type="checkbox"/>	Cheng Wing Shan(56432705)	A345*****	01/04/2024 - 30/04/2024			\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	Total \$ 0.00

Cancel
Save Progress
Next

Update Employee List
▼

Enrol New Employees

Add Existing Employee

Add Terminated Employee

Terminate Employees

Bulk Upload Contribution Data

Select Payroll Group and Contribution Period

Submit Contribution Details

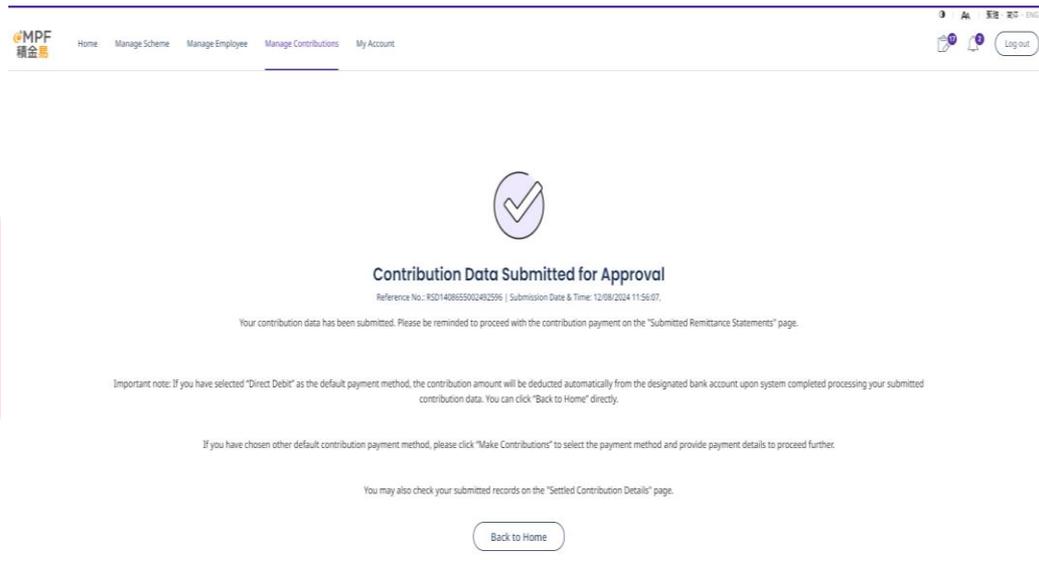
Internal Approval

Make Contribution

After submitting the information, the system will display a confirmation message with the **“Submission Reference Number”**.

### Note !

Contribution data may require employer **internal approval**. Only after the approval is completed, the employer can successfully submit the contribution data to the eMPF platform and can continue to pay contributions.



The screenshot shows a web browser interface for the eMPF system. At the top, there is a navigation bar with the eMPF logo and menu items: Home, Manage Scheme, Manage Employee, Manage Contributions, and My Account. On the right side of the navigation bar, there are icons for a search, a notification, and a 'Log out' button. The main content area features a large green checkmark icon in a circle. Below the icon, the text reads: 'Contribution Data Submitted for Approval'. Underneath this, a reference number and submission date are provided: 'Reference No.: RSD140865502492596 | Submission Date & Time: 12/08/2024 11:56:07'. A message follows: 'Your contribution data has been submitted. Please be reminded to proceed with the contribution payment on the "Submitted Remittance Statements" page.' Below this, there is an important note: 'Important note: If you have selected "Direct Debit" as the default payment method, the contribution amount will be deducted automatically from the designated bank account upon system completed processing your submitted contribution data. You can click "Back to Home" directly.' Another instruction states: 'If you have chosen other default contribution payment method, please click "Make Contributions" to select the payment method and provide payment details to proceed further.' At the bottom, there is a final note: 'You may also check your submitted records on the "Settled Contribution Details" page.' A 'Back to Home' button is located at the bottom center of the page.

# Contribution Payment

Select Payroll Group and Contribution Period

Submit Contribution Details

Internal Approval

Make Contribution

Employee Record

Submission Records

## Payroll Group: Submission Records

#RSD2608852003040546

Submitted on 17/02/2025

Contribution Status

Bill Type

No. of Employee Records

Approved

Contribution Bill

2

Total Amount (HKD)

Outstanding Amount (HKD)

\$ 9,000.00

\$ 9,000.00

Employers are required to provide this **Submission Reference Number** for Payment submission

After submitting contribution data to eMPF, need to click “**Proceed with payment instructions**” for payment.

Back

Proceed to Payment Instruction

General Payment Method	Details	The valid payment date
<p><b>Cheque</b></p>	<ol style="list-style-type: none"> <li>The cheque should be made payable as usual to:  <b>PTC-MPF S800</b>  <b>PTC-Smart Plan</b>  <b>PTC-Simple Plan</b></li> <li>As far as possible, the cheque should be drawn on by the company if submitted the drop-in box at any eMPF Service Centre or the designated post office box of the eMPF (<b>P.O. Box 98929, Tsim Sha Tsui Post Office</b>).</li> <li>If the employer has more than one payroll group under the scheme, the cheque should be issued separately for each payroll group.</li> </ol>	<p>On the same date of cheque for contribution* is sent to the eMPF Platform Company / Drop-off box at the eMPF Service Centre</p> <p>(*Cheque must be filled out correctly and cashed successfully)</p>
<p><b>Direct Debit Authorization</b></p>	<p>If you have already set up a direct debit authorization before, you do not need to set it up again. The payment will be deducted from the bank account provided after you submit your contribution information.</p>	<p>On the date of the contribution information or remittance statement is delivered to the eMPF Platform.</p>
<p><b>Bill Payment (HSBC &amp; HSB Only)</b></p>	<p>The payment service methods are as follows:</p> <ul style="list-style-type: none"> <li>- ATM</li> <li>- Internet banking or bank mobile app</li> <li>- Cheque deposit machine (only for HSBC Bank, the crossed check should be payable as usual to:  <b>PTC-MPF S800</b>  <b>PTC-Smart Plan</b>  <b>PTC-Simple Plan</b></li> </ul> <ol style="list-style-type: none"> <li>i. Select the payment merchant type "Other Institutions" on the bank's screen</li> <li>ii. The payment merchant name "Principal Trust (Asia) Limited"</li> <li>iii. The bill type for payment (the plan type must be selected correctly)            03-Principal Mandatory Provident Fund Plan - 800 Series            04-Principal - Smart Plan            05-Principal – Simple Plan</li> <li>iv. Enter the bill account number (i.e. employer account number) and contribution amount.</li> </ol>	<p>On the date of payment successfully deposited into the account before the deadline</p> <p>(*Cheque must be filled out correctly and cashed successfully)</p>

# View the company related number

## How to search Company Employer Account Number ?

- Login eMPF platform > Manage Contribution > Contribution Period > checking the **Employer Account Number**
- Under Unsettled Contribution page, can view unpaid contribution information and registered scheme **Employer Account Number**

供款期 ①

未提交供款 已處理供款

作出新供款

以僱員姓名 / 香港身份證號碼搜尋

供款期: 所有供款期

工資組別: 所有工資組別

搜尋

本頁列出所有未提交供款以方便你作出開報。為免延誤，請儘早處理供款。

eMPF 我的強積金計劃

受託人: 僱主帳戶號碼: 56463384 帳戶號碼:

工資組別: SMILE

供款期: 01/04/2024 - 30/04/2024 >

狀態	供款類別	待提交僱員紀錄數目	僱員紀錄總數
已提交部分	供款類單	2	4

Employer Account Number

Payroll Group

Contribution Period

In each submission contribution, unique eMPF **Submission Reference No.** will be shown in page (RSD+16 digits number) **Submission Reference No.**

供款資料已提交

參考編號: RSD1408571001967407 提交日期及時間: 01/06/2024 15:49:00

你的供款資料已提交。請緊記於「已提交的付款結算書」頁面繳交供款。

返回主頁 作出供款

## Submit Reference Number ( RSD+16 digits )



### Contribution Data Submitted for Approval

Reference No.: RSD1408655002492596 | Submission Date & Time: 12/08/2024 11:56:07

Submission  
Reference  
Number

Your contribution data has been submitted. Please be reminded to proceed with the contribution payment on the "Submitted Remittance Statements" page.

Important note: If you have selected "Direct Debit" as the default payment method, the contribution amount will be deducted automatically from the designated bank account upon system completed processing your submitted contribution data. You can click "Back to Home" directly.

If you have chosen other default contribution payment method, please click "Make Contributions" to select the payment method and provide payment details to proceed further.

You may also check your submitted records on the "Settled Contribution Details" page.

Back to Home

# Make MPF contributions by cheque

If submit contribution data via offline (email, fax or in-person), please write on the back of the cheque (see sample 1) :

- eMPF “Employer Account Number”;
- Name of Payroll Group (if there is more than one); and
- Corresponding Contribution Period

If submit contribution data via online, please write on the back of the cheque (see sample 2):

- Submission Reference Number” (one submission reference number and one cheque);
- Name of Payroll Group (if there is more than one); and
- Corresponding Contribution Period

For Clearing Use	For Bank / Customer Use
	「 ER AC Number 」
	Payroll Group Number
	Contribution Period
	<small>Ref #100168 MR. CHAN TAI MAN</small>

Cheque Back Sample 1

For Clearing Use	For Bank / Customer Use
	「 Submission Ref. No. 」
	Payroll Group Number
	Contribution Period
	<small>Ref #100168 MR. CHAN TAI MAN</small>

Cheque Back Sample 2

# Make MPF contributions by cheque

If employers wish to continue to make MPF contributions by cheque, please note the following:

1. The cheque should be made payable as usual to:  
PTC-MPF S800  
PTC-Smart Plan  
PTC-Simple Plan
2. As far as possible, the cheque should be drawn on by the company if submitted the drop-in box at any eMPF Service Centre or the designated post office box of the eMPF (P.O. Box 98929, Tsim Sha Tsui Post Office).
3. If the employer has more than one payroll group under the scheme, the cheque should be issued separately for each payroll group.

## Example :

- ABC Group has two companies: Company A and Company B
  - Company A has two payroll groups (Payroll Group RC1 & RC2) and Company B has one payroll group (Payroll RC3)
  - HR colleague is required to write 3 cheques, submit “**One Contribution Statement and One Cheque**” for every payroll group
1. Company A RC1 - First Cheque
  2. Company A RC2 - Second Cheque,
  3. Company B RC3 - Third Cheque

# Make MPF contributions by cheque

## Payment #1 Payment Method

Please select a payment method and provide the required information as stated. Please note that payment by a third party is not accepted. If you choose not to send a physical cheque or cashier order for payment, you will need to make the payment first and then upload a copy of the payment receipt as a supporting document. Please remember to print and submit the payment note when making payment.

Payment Method

Cheque

### Cheque

**Important Note:** Please complete the payment process and upload supporting document before you press the "Submit" button (if applicable). For details of the payment methods, including the trustees' payment details, please refer to [empf.org.hk/paymentmethods/en](http://empf.org.hk/paymentmethods/en).



Note:

Please ensure sufficient funds in the bank account for cheque clearance.

Select Submission Method

Mail

Bank-in

Payment Amount (HKD)

\$ 3,000.00

Issuing Bank Name

004 - The Hongkong And Shanghai Banking Corporation Limited

Cheque No.

123456

- After mail or deliver the cheque, submit payment instruction in eMPF Employer Portal
- Select “Cheque” in Payment Method
- Enter with relevant information and Submit

# eMPF 積金易 Make MPF contributions by Bill Payment Service

If using Bill Payment Service for MPF contribution, please remind the following points:

1. ONLY for HSBC and Hang Seng Bank
2. Select Merchant List and Bill type ( According to MPF scheme, shown as right photo )
3. Input the Bill Account Number (same as Employer Account Number)
4. Enter the Reference Number obtained after submitted remittance statement on eMPF platform in REMARK section.
5. Make Contribution through the following methods. Please ensure to keep the payment receipts and upload to eMPF platform.

Select a bill type	×
01 PTC-RETIREMENT SCHEME	<input type="radio"/>
03 PTC-MPF S800	<input type="radio"/>
04 PTC-SMART PLAN	<input type="radio"/>
05 PTC-SIMPLE PLAN	<input type="radio"/>



Automated Teller Machine (ATM)



Online Banking



Mobile App Banking



Cheque Deposit Machines ( ONLY HSBC )

Merchant : Principal Trust Co (Asia) Ltd

Merchant : Principal Trust Co (Asia) Ltd

Merchant : Principal Trust Co (Asia) Ltd

# Make MPF contributions by cheque

If using online contribution submission (method 1 and 2), please include the “Submission Reference Number” in Bill Remarks.

← Back PRINCIPAL TRUST CO (ASIA) LTD Cancel

Bill account number

56440713

Remarks (Optional)

RSD1408852003048283

# eMPF 積金易 Make MPF contributions by Bill Payment Service

## Payment #1 Payment Method

Please select a payment method and provide the required information as stated. Please note that payment by a third party is not accepted. If you choose not to send a physical cheque or cashier order for payment, you will need to make the payment first and then upload a copy of the payment receipt as a supporting document. Please remember to print and submit the payment note when making payment.

Payment Method

Bill Payment Service

## Bill Payment Service

Important Note: Please complete the payment process and upload supporting document before you press the "Submit" button (if applicable). For details of the payment methods, including the trustees' payment details, please refer to [empf.org.hk/paymentmethods/en](http://empf.org.hk/paymentmethods/en).

Merchant Code	Principal Trust Co (Asia) Ltd
Billing Type	03 PTC-MPF S800 04 PTC-SMART PLAN 05 PTC-SIMPLE PLAN
Employer Account No.	56474897

Payment Amount (HKD)

\$ 8,000.00

- After making payment, please proceed to eMPF platform and submit the instructions
- Select **Bill Payment Service** in payment method for contribution submission.



Select Payroll Group and Contribution Period

Submit Contribution Details

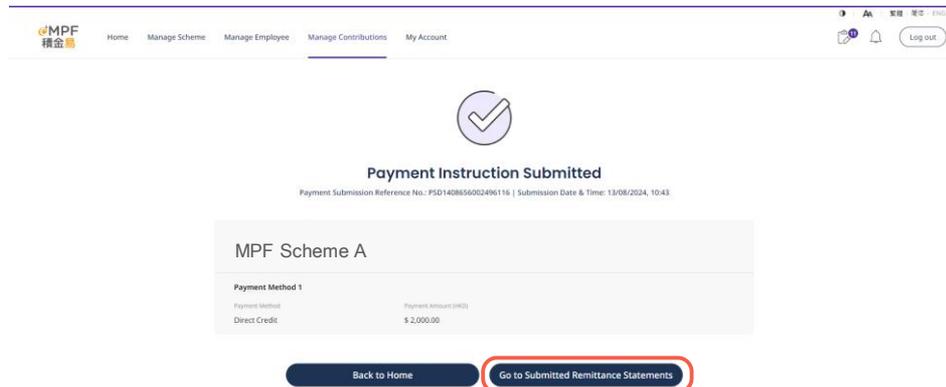
Internal Approval

Make Contribution

After successfully submitting the payment declaration, the system will display a confirmation message.

**Tips:**

Employers can immediately view settled contributions in the **"Go to Submitted Payment Statement"** section. Once the bank confirms the receipt of funds, the system will update the contribution status.



# E. Employee Enrolment



Select Enrolled Scheme

Select Enrolment Method

Enter Employee Details

Provide Scheme Arrangement Details

Complete Employee Enrolment

Click **"Manage Employees"** in the page Menu, then select **"Enrol New Employee"**

## Example :

Regardless of whether the employer needs to enrol new employees to participate in the scheme or enrol existing employees to participate in the scheme based on the nature of their work (such as part-time or temporary employment), they can choose to enrol through the **"Enrol New Employee"** method.

The screenshot shows the MPF portal interface. At the top, there is a navigation bar with 'Home', 'Manage Scheme', 'Manage Employees', 'Manage Contributions', and 'My Account'. The 'Manage Employees' menu is active. Below the navigation bar, there is a user greeting: 'Welcome, \*\*\*\*\* Lee'. To the right of the greeting is a dropdown menu with options: 'View Employee List', 'Enrol New Employee' (highlighted with a red box), 'Terminate Employees', and 'Transfer Funds'. Below this, there is a section titled 'All Outstanding Ta' with a sub-header 'You have 17 outstanding task(s) for follow up!'. A purple banner below this section states: 'You have outstanding contribution(s). You have outstanding / partially settled contributions for your follow up. Please review to submit employee contribution records and make payments accordingly.' Below the banner is a section titled 'Your Customized Outstanding Tasks' with a 'Customize' link. This section contains six cards: 'Contributions' (15), 'Transfer' (0), 'Long Service Payment / Severance Payment' (0), 'Withdrawal' (0), 'Data Change' (0), and 'Enrolment' (2). At the bottom, there is a 'My Account Dashboard' section with a dropdown menu set to 'All Accounts'. At the very bottom of the page, there is a 'Dashboard Not Available' message with a refresh icon.

Select Enroled Scheme

Select Enrolment Method

Enter Employee Details

Provide Scheme Arrangement Details

Complete Employee Enrolment



Select "Account Category" for the employee to be enrolled

## Enrol Employees

Select the account type for the employee(s) that you are going to enrol.



### Regular Employee (REE)

- Regular employees are employees aged 18 to 64 and have been employed in any industry for a continuous period of 60 days or more.



### Industry Scheme Casual Employee (ISCEE)

- Industry schemes are specially designed for casual employees (employed on a day-to-day basis or for a fixed period of less than 60 days) of the catering industry and construction industry.
- If the business nature of your company belongs to the construction or catering industry, you may enrol your casual employees in "Industry Scheme Casual Employee (ISCEE)".



### Causal Employee (CEE) Joining Master Trust Scheme

- Causal Employees Joining Master Trust Scheme are casual employees employed in the catering or construction industry on a day-to-day or for a fixed period of less than 60 days who enrol in the Master Trust Scheme.

Select Enroled Scheme

Select Enrolment Method

Enter Employee Details

Provide Scheme Arrangement Details

Complete Employee Enrolment

Select the option for employees to Enrol in the scheme and click "Next"

### Tips :

If the employer has more than one participating scheme, you can select multiple schemes for employees to enrol in on this page.

When employees later complete the enrolment on the Member Portal, they can select the scheme to enroll.

Select Enroled Scheme

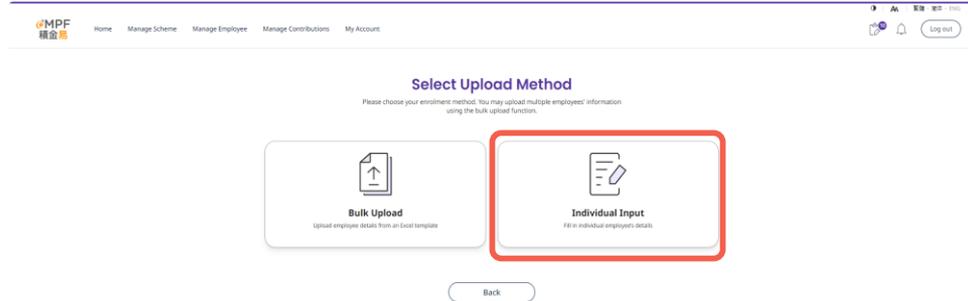
Select Enrolment  
Method

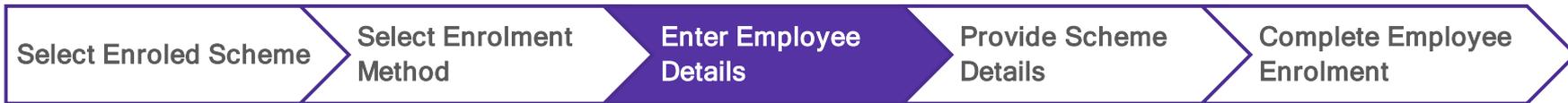
Enter Employee  
Details

Provide Scheme  
Arrangement Details

Complete Employee  
Enrolment

- If you need to enrol multiple employees at one time, you can click "**Bulk Upload**" (support xls and csv formats)
- If enrol individual employees in the selected MPF Scheme, select "**Individual Input**"





## Enter Employee Details

Home Manage Contributions My Account

1 Select Scheme 2 Employee Details 3 Scheme Arrangement 4 Confirmation

You are enrolling **Regular employee (REE)** to a scheme

**Employee Details**

Please fill in the information below to enrol the employees in the selected scheme.

**MPF Scheme A**

✓ Employee 1

ID Type	HKID No.	HKID No. For HKID No. A123456(B), please input A123456B
	<input type="text" value="HKID No."/>	<input type="text" value="*****"/>
Surname (English)	Given Name (English)	
<input type="text" value="Chan"/>	<input type="text" value="Tai Man"/>	
Surname (Chinese)	Given Name (Chinese)	
<input type="text" value="陳"/>	<input type="text" value="太文"/>	
Date of Birth (DD/MM/YYYY)	<input type="text" value="11/11/1980"/>	
Mobile No.	<input type="text" value="+852 91234567"/>	Email <input type="text" value="chantai@abc.com"/>
Payroll Group	<input type="text" value="REE028374"/>	

Select Enroled Scheme

Select Enrolment  
Method

Enter Employee  
Details

Provide Scheme  
Details

Complete Employee  
Enrolment

## Enter Employee Details

### Tips :

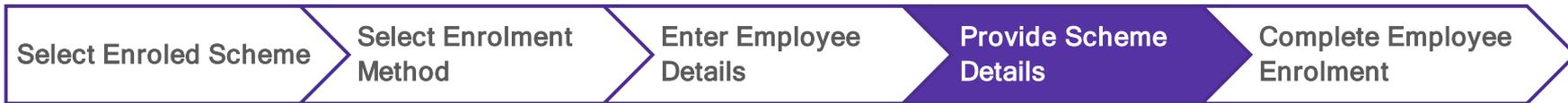
Click “Add another employee” if employer would like to enroll multiple staff

Mobile No. +852 <input type="text"/>	Email Address (Optional) <input type="text"/>
Payroll Group Please Select <input type="text"/>	Staff No. (Optional) <input type="text"/>
Employee type Please Select <input type="text"/>	Department Code (Optional) <input type="text"/>
Date of Employment (DD/MM/YYYY) <input type="text"/>	Date of Joining the Scheme (DD/MM/YYYY) <input type="text"/>
Previous Date of Employment (DD/MM/YYYY)(Optional) <input type="text"/>	Visa Issue Date (Optional) <input type="text"/>
Join Voluntary Contribution Plan <input type="radio"/> YES <input checked="" type="radio"/> NO	

⊕ Add Another Employee

Back

Next



Enter scheme arrangement details for the employee and click **"Next"**

After checking the information, click **"Submit"** on the confirmation page

Read the **terms and conditions** carefully, scroll down to the bottom of the page, and click **"Accept"**

Manage Contributions My Account

1 Select Scheme 2 Employee Details 3 Scheme Arrangement 4 Confirmation

You are enrolling **Regular employee (REE)** to a scheme

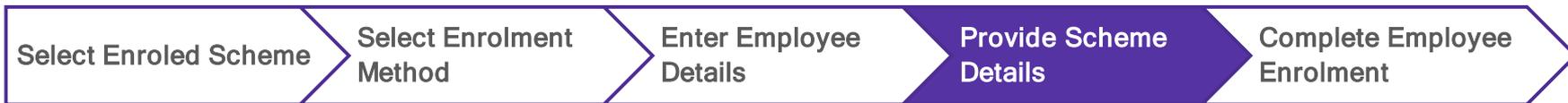
### Scheme Arrangement

MPF Scheme A

✓ Scheme Arrangement

ID No.	Mobile No.	Surname (English)	Given Name (English)	Date of Birth (DD/MM/YYYY)	Payroll Group	Scheme Arrangement Details
L867019(9)	+852 91234567	Chan	Tai Man	11/11/1980	REE928374	<input type="radio"/> Rejoin the Company <input type="radio"/> Employed in Multiple Roles

Back Next



Click “Submit” on the confirmation page after verifying all information inputted

1 ————— 2 ————— 3 ————— 4  
 Select Scheme                      Employee Details                      Scheme Arrangement                      Confirmation

## Confirmation

**Step 1 - Select Scheme**

✓ Selected Scheme ^

**Selected Scheme Account 1**

**MPF Scheme A** Employer Account No.: 56476504

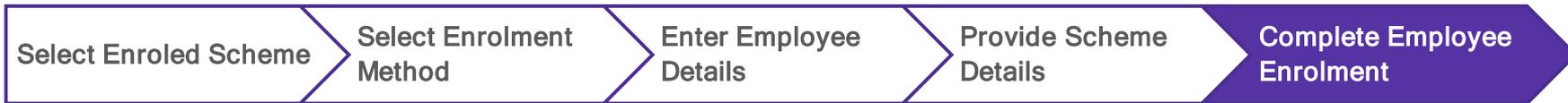
**Step 2 - Employee Details**

✓ Employee Details ^

**Employee 1**

ID Document Type	HKID No. For HKID No. A123456(B), please input A123456B
HKID No.	A154987(4)
Surname (English)	Given Name (English)
Lee	Ha
Surname (Chinese)	

Back
Submit



After submitting the application, the system will be redirected to the **submitted employee enrolment application page**.

eMPF Platform will send an email or SMS to notify employees to complete the enrolment

After the employee completes the enrolment, the employer will be notified of the result by **email**

Home Manage Contributions My Account



The member registration you submitted has been completed

# F . Termination



Select terminate employees

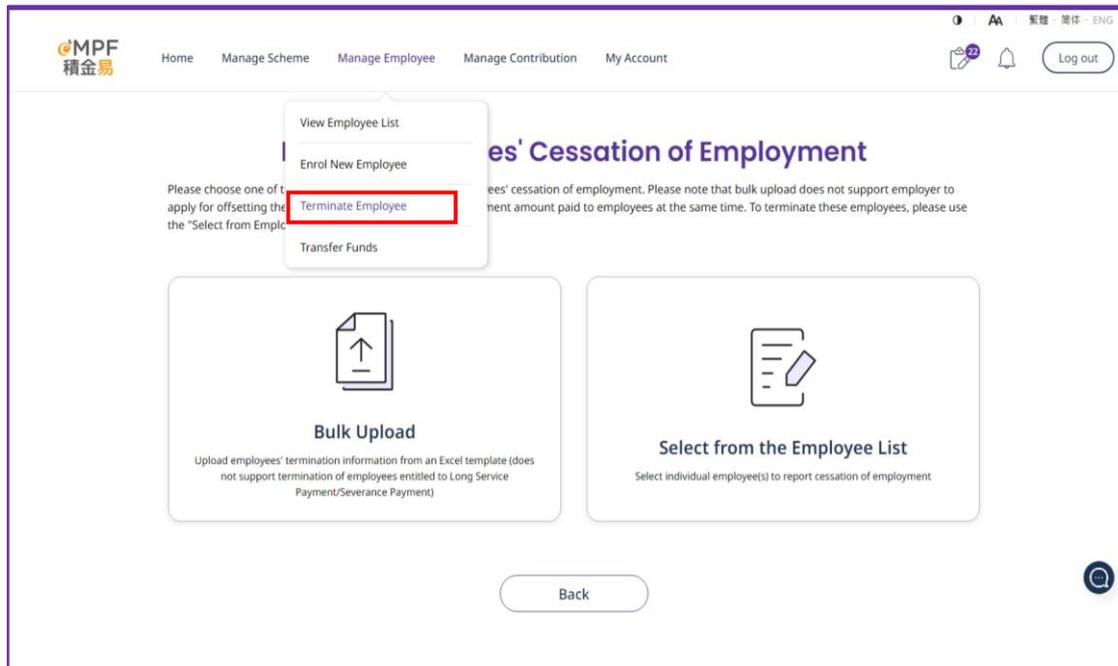
Fill in the termination of employment details

Apply for LSP/SP offsetting (if applicable)

Review and submit the information

Select “Terminate Employee” under “Manage Employee” on the Menu Bar

Then employer can choose “Bulk Upload” or “Select from the Employee List” to report cessation of employee employment



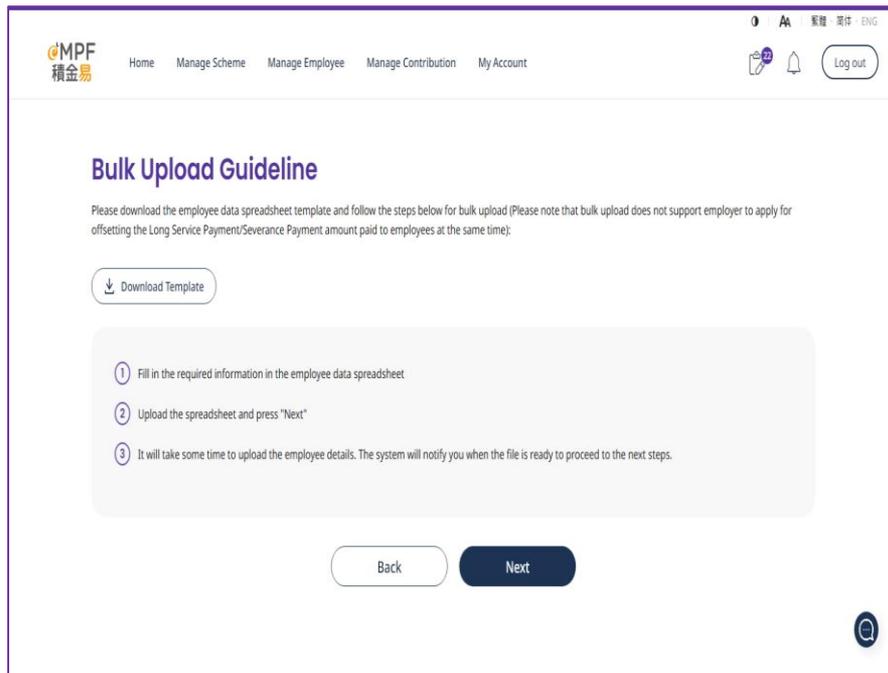
Select terminate employees

Fill in the termination of employment details

Apply for LSP/SP offsetting (if applicable)

Review and submit the information

Read the Bulk Upload Guideline and download the bulk file template, then click “Next”



The screenshot shows the MPF Bulk Upload Guideline page. At the top, there is a navigation bar with the MPF logo and menu items: Home, Manage Scheme, Manage Employee, Manage Contribution, and My Account. On the right side of the navigation bar, there are icons for search, notifications, and a 'Log out' button. The main content area is titled 'Bulk Upload Guideline' and contains the following text: 'Please download the employee data spreadsheet template and follow the steps below for bulk upload (Please note that bulk upload does not support employer to apply for offsetting the Long Service Payment/Severance Payment amount paid to employees at the same time)'. Below this text is a 'Download Template' button. A list of three steps is provided: 1. Fill in the required information in the employee data spreadsheet; 2. Upload the spreadsheet and press 'Next'; 3. It will take some time to upload the employee details. The system will notify you when the file is ready to proceed to the next steps. At the bottom of the page, there are 'Back' and 'Next' buttons. A small circular icon is visible in the bottom right corner of the page.

Select terminate employees

Fill in the termination of  
employment details

Apply for LSP/SP  
offsetting (if applicable)

Review and submit  
the information

Upload the bulk upload file and click “Next”

### Tips :

System will validate the bulk upload file, employ will receive notification when it has been uploaded successfully.

The screenshot shows the 'Cessation of Employment' Details page in the eMPF system. The page has a navigation bar with 'Home', 'Manage Scheme', 'Manage Employee', 'Manage Contribution', and 'My Account'. A progress indicator at the top shows two steps: '1' (Cessation of Employment' Details) and '2' (Confirmation). The main heading is '"Cessation of Employment" Details' with a help icon. Below the heading, it says 'Please upload the completed employee data spreadsheet below.' There is a 'Bulk Upload' section with a checkmark and a dashed box for file upload. The text inside the dashed box says 'Please drag and drop the file here for replacement. You may also press [browse](#) button to select your file. File formats supported: csv, xls, xlsx | No. of files: Up to 1 files | Maximum file size: 10MB per file'. Below the dashed box, a file named 'Testing file\_1.xlsx' is shown with a size of 7.84 KB. At the bottom of the page, there are 'Back' and 'Next' buttons.

Select terminate employees

Fill in the termination of  
employment details

Apply for LSP/SP offsetting  
(if applicable)

Review and submit  
the information

Choose “Select from the Employee List”

MPF 積金易 Home Manage Scheme Manage Employee Manage Contribution My Account

## Report Employees' Cessation of Employment

Please choose one of the following methods to report employees' cessation of employment. Please note that bulk upload does not support employer to apply for offsetting the Long Service Payment/Severance Payment amount paid to employees at the same time. To terminate these employees, please use the "Select from Employee List" function.

**Bulk Upload**

Upload employees' termination information from an Excel template (does not support termination of employees entitled to Long Service Payment/Severance Payment)

**Select from the Employee List**

Select individual employee(s) to report cessation of employment

Back

Select terminate employees

Fill in the termination of employment details

Apply for LSP/SP offsetting (if applicable)

Review and submit the information

Fill in the Last Day of Employment and Reason of Termination, then Submit

You are reporting employees' cessation of employment

## Select Employee

Please note that you cannot report the termination of a casual employee in the below section.

Search by Employee Name/HKID No. Scheme name: All Scheme(s)

Payroll Group: All Payroll Group(s) Search

<input type="checkbox"/>	English Name(Member Account No.)	Chinese Name	ID Type	ID No.	Date of Employment (DD/MM/YYYY)	Scheme name	Payroll Group
<input type="checkbox"/>	Cheung Tsz Hin (56447872)	張子軒	HKID No.	A34****	01/09/2023	My Choice Mandatory Provident Fund Scheme	REE1
<input type="checkbox"/>	Yeung Nga Ting (56454385)	楊雅婷	HKID No.	A34****	01/09/2023	My Choice Mandatory Provident Fund Scheme	REE1
<input type="checkbox"/>	Lam Ka Yan (56471507)	林嘉欣	HKID No.	A34****	01/09/2023	My Choice Mandatory Provident Fund Scheme	REE1
<input type="checkbox"/>	Fung Chun Hei					My Choice Mandatory Provident Fund Scheme	REE1

Back Next

You are reporting employees' cessation of employment

## "Cessation of Employment" Details

Yeung Nga Ting (HKID: A34\*\*\*\*)

**Scheme Information**

**Cessation of Employment Information**

Date of Employment (DD/MM/YYYY)  
01/09/2023

Last Date of Employment (DD/MM/YYYY) Reason of Termination  
30/04/2024 Resignation

Entitled to Long Service Payment (LSP)/Severance Payment (SP)

YES  
 NO

Back Next

# G . Access Right



# User Management – Access Right Setting Overview

- **Access Right Setting** allows companies to designate appropriate users to perform particular administration & operations and access specific pages on the eMPF Platform. The different user categories of the eMPF Platform are: Company Authorized Persons, Scheme Authorized Persons and Other Users.
- The Maximum number of company authorized person, scheme authorized person and other user per company is 50.
- Each company can has more than one Company Authorized Person, while company authorized person can grant and remover access right for specific user, including himself.



**Company  
Management**  
Company  
Authorized Person



**Scheme  
Management**  
Scheme Authorized  
Person



**Payroll Group  
Management**  
Other Users

Section	Function	Company Authorized Person	Scheme Authorized Person	Other User
Company Control	Scheme Enrolment	△	●	●
	Profile Management	△	●	●
	Company User Management	△	●	●
	Company Overview	△	●	●
Scheme Control	Enrolled Scheme Management	●	△	●
	Scheme Transfer	●	△	●
	Scheme User Management	●	△	●
	Scheme Overview	●	△	●
Payroll Group Control	Payroll Group Management	●	△	●
	Employee Management	●	△	●
	Employee Enrolment	●	△	●
	Contribution	●	△	●
	Refund	●	△	●
	Reserve Account & Forfeiture Account	●	△	●

△ = Default access right is granted during company registration to Company AP or scheme enrolment to Scheme AP

● = Optional access right could be granted

# Access Right Setting (Scenario: General SME)

Scenario Setting	
Company Name	Company A
Entities Involved	1
No. of Scheme	1
No. of Payroll Group	2
Headcount	~30



Mr. Koo  
Company owner of  
a SME

## Company A

- Decision Maker of MPF
- Not using any payroll software currently
- Concerns about privacy issue

- ❖ Mr. Koo is the company owner of Company A and he is in charge of the whole MPF administration and communication work
- ❖ Upon the eMPF Platform's onboarding, Mr. Koo would like to know if eMPF can facilitate their company's existing arrangement as below :
  - 1 MPF scheme with 2 Payroll groups
  - Mr. Koo is the ONLY decision maker for MPF related matters
  - Administration work has been assigned to 2 HR Executives for different payroll group (HR Executive A and B)
- ❖ As Company A is not using any Payroll software currently, HR executives is able to view all employee's information. Due to privacy issue, Mr. Koo would like to control their access right on the eMPF platform.

- ✓ : Access right can be granted
- ☑ : Access right can be granted or removed by company authorized person
- ✗ : Access right cannot be granted

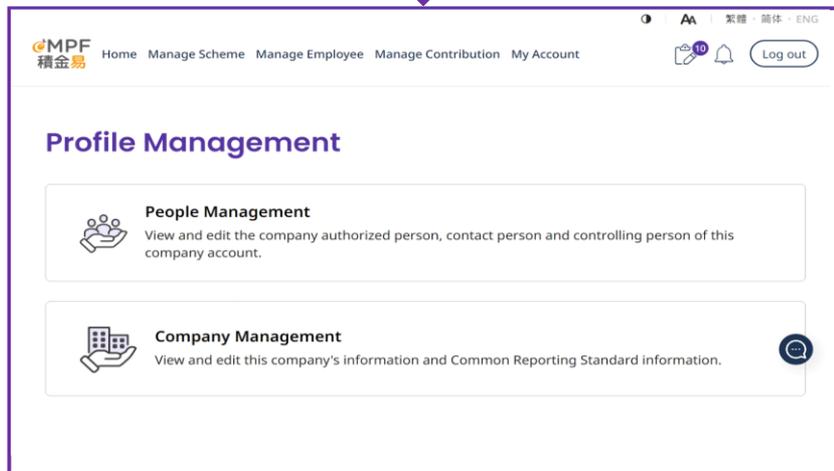
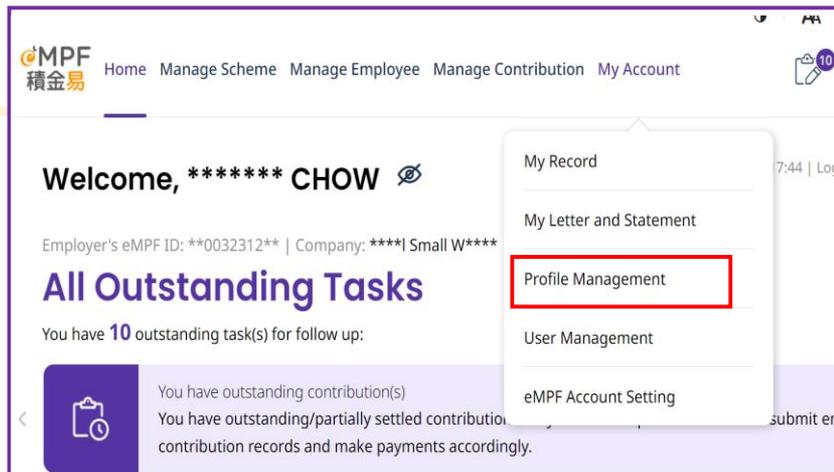
		User Access Right Management Company A		
Control Levels	Functions	Brian Wong Company Owner	HR Executive A	HR Executive B
<b>Company Level:</b> Company Authorized Person	<ul style="list-style-type: none"> <li>Scheme Enrolment</li> <li>Profile Management</li> <li>Company User Management</li> <li>Company Overview</li> </ul>	✓	☑	☑
<b>Scheme Level:</b> Scheme Authorized Person	<ul style="list-style-type: none"> <li>Enrolled Scheme Management</li> <li>Scheme Transfer</li> <li>Scheme User Management</li> <li>Scheme Overview</li> </ul>	✓	☑	☑
<b>Payroll Group Level:</b> General Users	<ul style="list-style-type: none"> <li>Payroll Group Management</li> <li>Employee Management</li> <li>Employee Enrolment</li> <li>Contributions</li> <li>View Suspense &amp; Forfeiture Account</li> <li>Refund from Suspense &amp; Forfeiture Account</li> </ul>	✓	✓ (Payroll Group A)	✓ (Payroll Group B)

# Access Right Setting

Choose “Profile Management” under “My Account” on the landing page, then choose “People Management” or “Company Management”.

“People Management”: View and edit the company authorized person, contact person and controlling person.

“Company Management”: View and edit the company’s information and Common Reporting Standard Information.





Online Submission Instruction  
(\*Recommend using online submission instruction)



eMPF  
Web Portal



eMPF  
Mobile Application



Email Address

(forms@support.empf.org.hk)



Fax

(3197 2988)



Mailing

(address:  
Tsim Sha Tsui  
Post Office Mail Box  
No. 98929)



Drop-in box  
in any of the  
eMPF Service  
Centers

Specific ways to submit MPF administration form  
(MPF administration forms can be downloaded at eMPF website)

## Self-help Information



Web Portal/Mobile App  
User Guide

Web Portal/Mobile App  
Tutorial Video

FAQs

## Customer Support



Online  
Support



eMPF Customer  
Service Hotline



eMPF Service  
Centre



eMPF Outreach  
Team  
(For employers only)

Channels	Details	Service Hours
<b>Hotline</b>	183 2622	Manned Service Hours: Monday to Friday: 9 a.m. to 7 p.m. Saturday: 9 a.m. to 1 p.m. (except Sundays and public holidays)
<b>Email Address</b>	enquiry@support.empf.org.hk	
<b>Fax</b>	3197 2922	
<b>Service Centers</b>	<p>Hong Kong Island : Unit 601B, 6/F, Dah Sing Financial Centre, 248 Queen's Road East, Wan Chai, Hong Kong</p> <p>Kowloon : Unit 1205-6, 12/F, Chinachem Plaza, 77 Mody Road, Tsim Sha Tsui East, Kowloon</p> <p>New Territories: Unit 1802A, 18/F, Tower 2, Nina Tower, 8 Yeung Uk Road, Tsuen Wan, New Territories</p>	<p>Opening Hours: Monday to Friday: 9 a.m. to 6 p.m. Saturday: 9 a.m. to 1 p.m. (except Sundays and public holidays)</p>

# Q & A