

HSBC Mandatory Provident Fund - SuperTrust Plus

"eMPF" Platform Scheme Member Session
"eMPF" Registration and Supporting
channels



Points to note for this seminar

1. This introduction only shows some functions of the "eMPF" Platform.
2. The platform functions and screenshots shown in this seminar are not the finalized version. The "eMPF" platform may make fine-tuning from time to time to optimize its functions, and the actual operating interface may have the opportunity to be adjusted.

Agenda

1. Introduction to the "eMPF" Platform
 2. Required Actions for Scheme Members
 3. "eMPF" Member Portal - Features Overview
 4. "eMPF" Member Portal – Features Demonstration
 5. Supporting channels to Members and Employers
 6. Q&A
-

1. Introduction to the "eMPF" Platform

What is the "eMPF" Platform?



One-stop electronic platform for MPF scheme administration



Enabling employers and scheme members to manage their MPF faster and easier



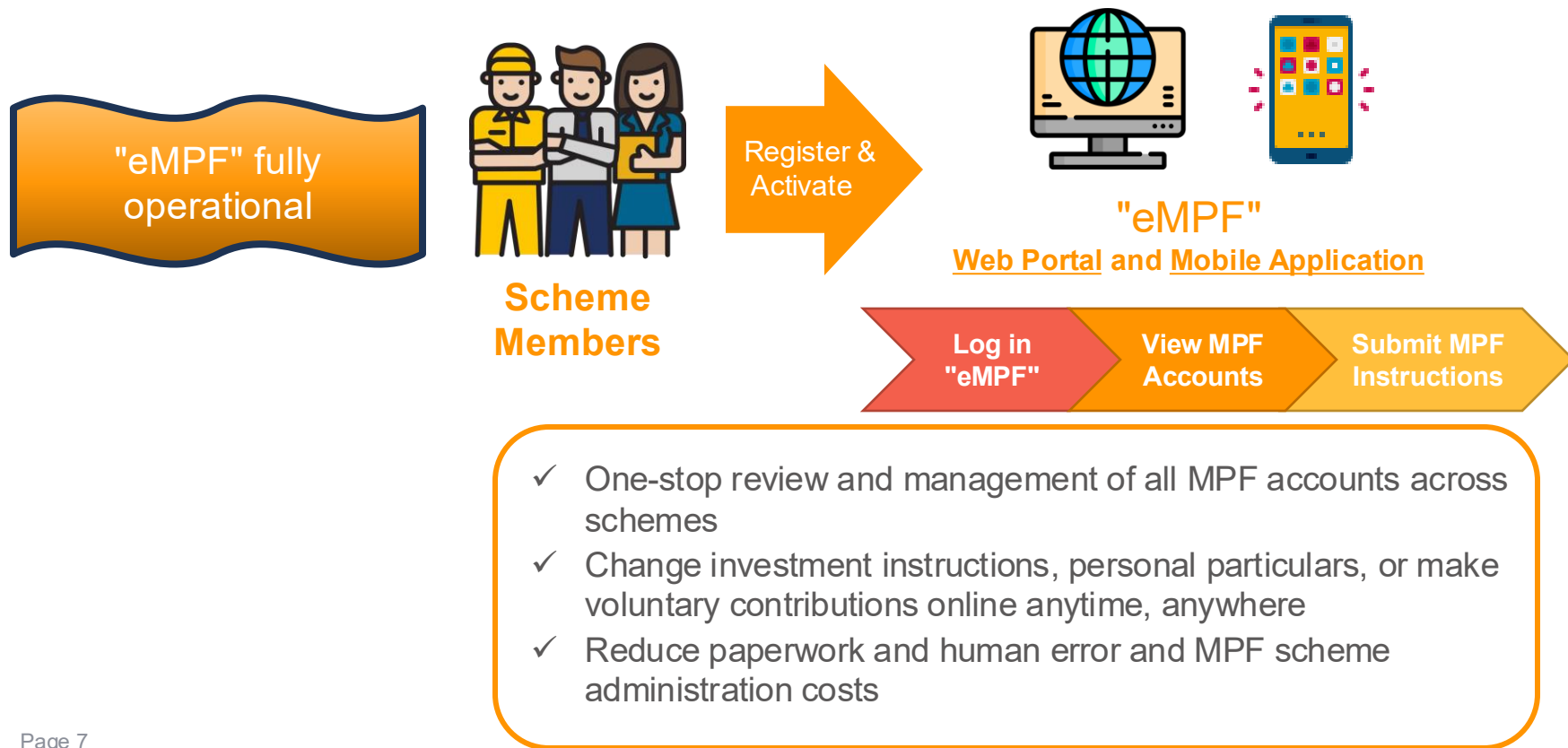
"eMPF" Company is a wholly-owned subsidiary of the MPFA for operating the "eMPF" Platform, as a non-profit public utility



Comparison of the operating models

Before Onboarding to "eMPF"	After Onboarding to "eMPF"
<ul style="list-style-type: none">• Submit instructions to different scheme trustees	<ul style="list-style-type: none">• Even if there are different schemes, scheme members can submit all administration instructions through the "eMPF" Platform
<ul style="list-style-type: none">• Having multiple login for trustee's administration system, based on number of MPF scheme	<ul style="list-style-type: none">• Simply register once for "eMPF" to review and manage your MPF accounts
<ul style="list-style-type: none">• The account balance is scattered, making it difficult to plan for retirement	<ul style="list-style-type: none">• Gain control of your total retirement savings in one platform to enhance your retirement planning intent and efficiency

Onboard to the "eMPF" Platform benefits Scheme Members



2. Required Actions for Scheme Members

Attention to Scheme Members

Besides eMPF registration, please ensure that the **employee's name, date of birth, and identity card number** in the trustee's record match both their identity cards and MPF provider records. Inconsistencies may result in the creation of **multiple "eMPF" Login IDs**, making account management more difficult.

If discrepancies are found, please contact eMPF Platform to make the correction.





Trustee onboarding date and instructions cutoff dates

Trustee	MPF Scheme	Onboarding Date	Matters and Activities that are to be conducted by the "eMPF" Platform	Instructions cutoff dates
HSBC Provident Fund Trustee (Hong Kong) Limited	HSBC Mandatory Provident Fund - SuperTrust Plus	29 th January 2026	<ul style="list-style-type: none"> processing registration of "eMPF" Platform for participating employers and scheme members; processing enrolment in registered schemes for participating employers and scheme members; processing MPF contributions and default contributions; processing scheme members' investment instructions (including investment instructions on new contributions and switching instructions); processing transfers of benefits within the registered scheme or between registered schemes or from occupational retirement schemes to registered schemes; processing claims and withdrawal of MPF benefits; processing the offset and refund of severance payments and long service payments to participating employers and/or scheme members/claimants; processing of changes of participating employer and scheme member particulars; giving of notices and documents to participating employers and scheme members; handling of enquiry and complaint; and following up with participating employers and scheme members on any unclear scheme administration instructions. 	*Please refer to the Communication Pack mailed out by HSBC starting from October 2025

- When the HSBC Mandatory Provident Fund - SuperTrust Plus onboarded to the "eMPF" platform, **administrative services of the Scheme will be performed by the "eMPF" Platform** instead of HSBC
- Scheme member could **manage, or submit instructions** for their Scheme member account via "eMPF" Platform
- After onboarding date, HSBC will no longer be the scheme administrator for HSBC Mandatory Provident Fund – Super Trust Plus, members are reminded to submit instruction to "eMPF" Platform instead of HSBC

Actions to be taken by Members

	Item	Details	Actions
(1)	"eMPF" Member Registration (apply to ALL members)	<ul style="list-style-type: none"> ▪ Scheme member could register as "eMPF" Member in order to manage, or submit instructions for their MPF Scheme member account via "eMPF" Platform ▪ Once HSBC Mandatory Provident Fund – SuperTrust Plus onboarded, member could view their account details via "eMPF" Member Portal (Web/Mobile) 	<ol style="list-style-type: none"> 1. Scan the QR codes below to perform "eMPF" Registration <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>"eMPF" Web</p> </div> <div style="text-align: center;">  <p>"eMPF" Mobile App</p> </div> </div> 2. Visit "eMPF" Public Website starting from January 2026 : https://www.empf.org.hk/

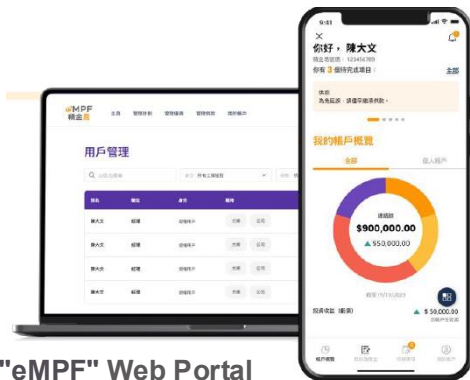
Actions to be taken by Members

	Item	Details	Actions
(2)	Submit administration instructions and enquiring MPF account details	<ul style="list-style-type: none"> Starting from 29th January 2026, HSBC Mandatory Provident Fund – SuperTrust Plus member could submit MPF administration instruction via "eMPF" Web Portal / Mobile App All MPF administration forms will be able to downloaded at "eMPF" Public Website (www.empf.org.hk), or obtain them in "eMPF" Service Centres "eMPF" Platform will handle the relevant MPF administration instruction, enquiries and follow-up matters. Please note that original MPF administration instruction method offered by trustee may be delayed or rejected 	<p>Visit "eMPF" Public Website to view the "eMPF" User guide / tutorial video</p> <p>https://www.empf.org.hk/tutorial/member/</p>
(3)	Submitting Contribution data & Payment instruction (Applicable to TVC, SVC & SEP account holder)	<ul style="list-style-type: none"> Starting from 29th January 2026, HSBC Mandatory Provident Fund – SuperTrust Plus member could submit Contribution Data and Payment instruction via "eMPF" Web Portal / Mobile App Cash Payment will no longer be accepted by "eMPF" Platform. Scheme member could submit the paper cheque to dropbox in "eMPF" Service Centre, or pay by available electronic payment method 	<p>Visit "eMPF" Public Website for payment methods offering by HSBC Mandatory Provident Fund – SuperTrust Plus</p> <p>https://www.empf.org.hk/page/paymentMethods</p>

Instruction submission channels offered by "eMPF" Platform

Online Submission (*Suggested)

- Fast and convenience
- Reduce paperwork and human error



"eMPF" Web Portal

"eMPF" Mobile App

Submitting Standardized administration forms



Email

(forms@support.empf.org.hk)



Fax

(3197 2988)



Mail

(Address: PO Box 98929,
Tsim Sha Shui Post Office)



In person

Dropbox within three
"eMPF" Service Centre

3. "eMPF" Member Portal Features Overview

Functionality of the "eMPF" Platform



Account Registration and Enrolment

- "eMPF" Registration
- Enrolment of other account



Notices, Documents and Reports

- Notices and Documents
- MPF Member Benefit Statement



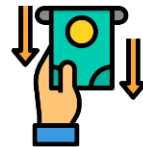
Contribution Processing

- Calculate and submit mandatory contributions
- Calculate and submit voluntary contributions
- Diversified payment methods



Manage MPF Account

- Fund switching
- Transfer of MPF account
- Change of personal particulars



Withdrawal of MPF

- Withdraw MPF benefits

eMPF 積金易

Covers all MPF scheme administrative procedures

Key Features for Scheme Members



Web Portal



Mobile App

✓ **Digitalize** all administrative procedures

"eMPF" Platform covers all MPF scheme administrative procedures, and all instructions that used to be paper-only can be **submitted online**.

✓ **Provide Web Portal and mobile application**

Web Portal and mobile application provide the same functionality for members to use in various situations.

4. "eMPF" Member Portal Features Demonstration

Member Portal Features Demonstration

a

"eMPF" Registration

b

"eMPF" Login

c

Change of Personal Details

d

Consolidating Accounts /
Transferring MPF Arrangement

e

Change of Investment
Instruction

f

Notification and Action
items

g

MPF Statements

Member Portal

a. "eMPF" Registration



First-time user to register for "eMPF"

If scheme members have not yet registered for "eMPF", they can download the "eMPF" mobile app and choose to register as a member.

"Member" refers to :

- Regular Employees
- Casual Employees
- Self-employed Persons
- Personal account holders (TVC, SVC inclusive)

Register your eMPF Account

It takes only a few steps to create your eMPF account. Please select your role.



Member

Applicable to all MPF scheme members, including persons who opt to make tax-deductible voluntary contributions and special voluntary contributions, such as:

- Regular employees
- Casual employees
- Self-employed persons
- Personal account holders

"eMPF" Registration

1 Identity Authentication

2 Fill in the
Profile

3 Account
Activation

Using "iAM Smart" for verification

Using **"iAM Smart"**, You will be redirected to the **"iAM Smart"** Mobile App to continue your identity verification process.

Once you have successfully authenticated the connection, please proceed with the registration through the **"eMPF" Mobile App / Web Portal**.



You will be redirected to the
"iAM Smart" mobile app to

"eMPF" would like to Open the "iAM
Smart" Mobile App

CANCEL OK

Smart".

Confirm

1 Identity Authentication

2 Fill in the profile

3 Account
Activation

Provide your personal information and set up your communication method

Once you have successfully verified your identity with "iAM Smart", some of your personal information will be **filled in automatically**.

Please fill in your contact details, address and choose communication method.

Note!

Please remember to verify your email address and mobile phone number to ensure that you receive the required one-time passcode and eMPF-related communication information.



Register



Personal Information



Personal Details



Title

Given Name (English)

Surname (English)

Given Name (Chinese)

Surname (Chinese)

"eMPF" Registration

1 Identity Authentication

2 Fill in the profile

3 Account
Activation

Enter the Verification Code

Enter the Verification Code sent to your
email or SMS

The screenshot shows the 'Register' screen of the eMPF app. At the top, there's a progress bar with three steps: 1 (checked), 2 (current), and 3. Below the progress bar, the title 'Personal Information' is visible. Underneath, there's a section titled 'Personal Details' with a dropdown arrow. A modal dialog box is open in the foreground, titled 'Enter Verification Code'. The dialog contains the text: 'Enter the verification code we have sent by email to u*****@ifastepension.com.my.' Below this text are five input boxes for the verification code. The first box is highlighted with an orange border and contains the digit '1'. At the bottom of the dialog, there's a link that says 'Did not get a code? Resend in 60 seconds'.

"eMPF" Registration

1 Identity Authentication

2 Fill in the
profile

3 Account
Activation

Registration Completed

After completing the registration, you will be redirected to the account activation page and receive your "eMPF" number.



Activate your eMPF

⑧ eMPF ID:20000247609

Your eMPF ID is a unique ID for you to access the eMPF Platform for a lifetime. From now on, you can manage all of your MPF accounts on the eMPF Platform.

You have registered your eMPF successfully, please activate now.

Activate Now

1 Identity Authentication

2 Fill in the
profile

3 Account
Activation

Account Setting

After completing the registration, create your username and password to activate your account.

Tips:

- Username: Maximum 50 characters, English letters, numbers, bottom lines and dots can be used.
- Password: Minimum **10** characters, with at least 1 block letter, 1 lowercase letter, 1 number and 1 character symbol.

Create Username and Password

Username

sit_nad04



Within 50 characters, 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 Identity Authentication

2 Fill in the
profile

3 Account
Activation

Update Information

If the personal information (phone number and email address) provided in the registration form is different from the registration information in the Scheme, you can choose to update the information.

Tips:

The updated information will allow you to keep abreast of the latest information about MPF from your trustees.



Migrated New Data

You have multiple version of personal data that stored in the local database across different Trustees. Would you like to update your data? Please be aware of the selected information will be updated to selected accounts.

Registration Contact Information

Registered Mobile No.

97 [Redacted]

Registered Email

taimanchan@gmail.com

Apply to:

Mobile Phone Number

MPF Scheme A ☐

Account Type: Self Employed Person

(+852) 90123456

1 Identity Authentication

2 Fill in the
profile

3 Account
Activation

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



Account Activated

12/08/2021 | 19:30

Your account has been successfully created.
Please login and start for usage.

Login Now

Member Portal b. "eMPF" Login



Login Method

"eMPF" ID or Username

Biometric Authentication

iAM Smart

You can log on to the "eMPF" Mobile App using your "eMPF" number, your username, biometric authentication or iAM Smart

Login with Username or "eMPF" ID

After logging in for the first time, you can add your device as a trusted device

Tips:

- If you have added your mobile device as a trusted device, you can skip the two-factor authentication step when you log in.



Trust this Device?

Your account is secured by 2-step verification. You may skip 2-step verification in future logins if you trust this device.

Trust

Do not Trust

Login with biometric authentication

After logging in for the first time, you can set up biometric authentication to log in.

Tips:

- If you skip setting up biometric authentication, you can click **"My Account"** after logging in, select **"eMPF Account Setting"** and click **"Biometric Login"**. Follow the instructions on the mobile app to complete the remaining steps.



Enable Biometric Login?

Biometric login lets you access eMPF in a faster and safer way.

☐ Do not ask me again

Set Up

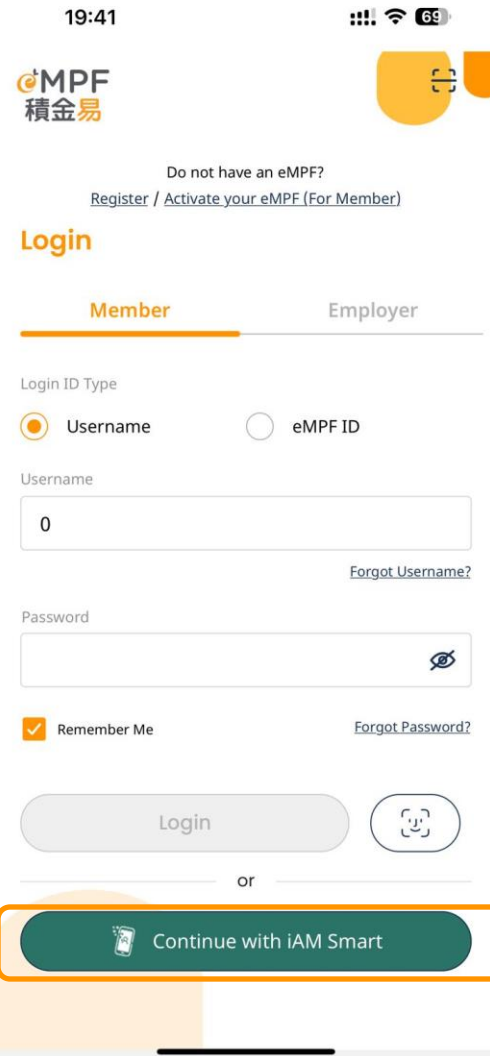
[Skip](#)

Login with iAM Smart



Select Login with "iAM Smart"

Note!

You are required to download the "iAM Smart" mobile app and register as an "iAM Smart" user before you can log on to the "eMPF" under "iAM Smart".



19:41

Do not have an eMPF?
[Register](#) / [Activate your eMPF \(For Member\)](#)

Login

Member Employer

Login ID Type

☒ Username ☐ eMPF ID


Username

0


[Forgot Username?](#)

Password

☒ Remember Me [Forgot Password?](#)

Login 

or

 Continue with iAM Smart

➤ Only apply to MPF Scheme onboarded to "eMPF" Platform

Current data of scheme members under onboarded MPF Scheme will be migrated to "eMPF" Platform from trustees, including **Personal Information, Business Information, Relevant Income, Investment Choice and Contribution Record**. Please review and confirm the accuracy of migrated data.

Note!

Your account details will not be displayed in "eMPF" Platform if the joined scheme(s) are not onboarded to "eMPF" Platform yet.

Welcome, Chan Tai Man 

eMPF ID: 20000020000

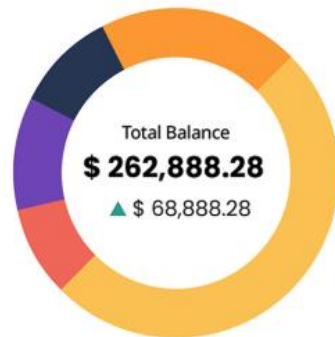
You have **6** Outstanding task(s) [See all](#)
for follow up:

You have an outstanding bill pending for payment
Please settle the contributions as soon as possible
to avoid any delay.



My Portfolio

All Regular Employee Personal Account



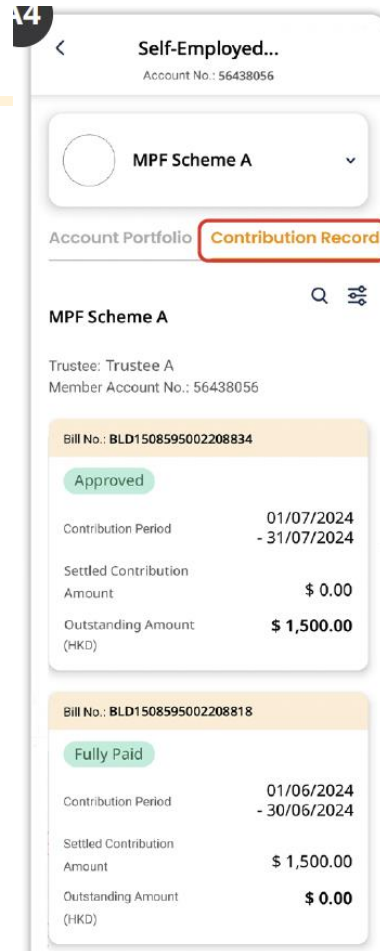
Investment gain (loss) ▲ \$ 68,888.28

Since inception of the account(s) (Inception date may vary from each

➤ Only apply to MPF Scheme onboarded to "eMPF" Platform

On the "Account Portfolio" page, select an account under "My Portfolio," scroll down and choose an MPF scheme. Select "Contribution Record" to view a summary of your recent contributions. You may also click on individual records to review contribution details.

Remark: Your current employer's contribution records will appear in either the Regular Employee account or Casual Employee contribution account for industry scheme.



The screenshot shows the 'Self-Employed...' account page with Account No.: 56438056. Under 'MPF Scheme A', the 'Contribution Record' tab is selected. The record for Bill No.: BLD1508595002208834 is 'Approved' for the period 01/07/2024 - 31/07/2024, with a settled contribution amount of \$ 0.00 and an outstanding amount of \$ 1,500.00 (HKD). The next record for Bill No.: BLD1508595002208818 is 'Fully Paid' for the period 01/06/2024 - 30/06/2024, with a settled contribution amount of \$ 1,500.00 and an outstanding amount of \$ 0.00 (HKD).

Bill No.	Status	Contribution Period	Settled Contribution Amount	Outstanding Amount (HKD)
BLD1508595002208834	Approved	01/07/2024 - 31/07/2024	\$ 0.00	\$ 1,500.00
BLD1508595002208818	Fully Paid	01/06/2024 - 30/06/2024	\$ 1,500.00	\$ 0.00

Member Portal

c. Change of Personal Details



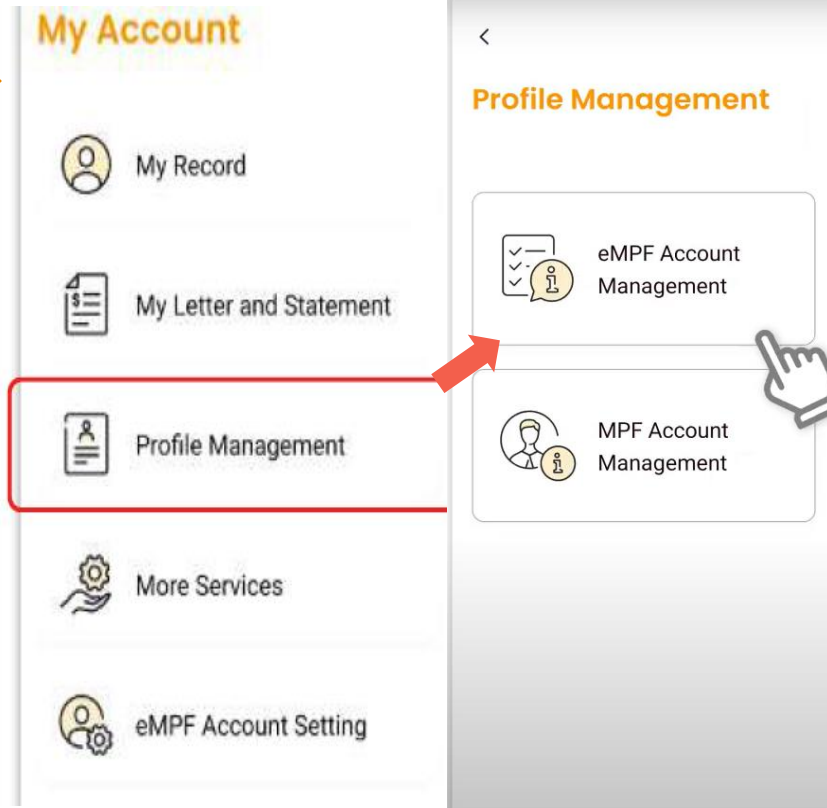
Change of Personal Details

Select eMPF
Account
Management

Edit your
profile

Apply to All
Accounts

Update your personal information
under **"My Account" > "Profile
Management" > "eMPF Account
Management"**.



Change of Personal Details

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

On the "**eMPF Account Management**" page, click "**Update**" to change your account information.

陳 大文

ID Type
HKID

ID No.
L8670199

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

Place of Birth
Hong Kong, China

Nationality
Chinese


✓ Contact Information ▾

✓ Address ▾

✓ Way of Communication ▾

✓ Common Reporting Standard ▾

Update



Change of Personal Details

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

Enter the personal information you wish to update — such as your address, mobile phone number, communication language, Common Reporting Standard (CRS) details, etc.

Click "**Save**" once you've completed the updates

Tips:

If you wish to update your mobile number or email address, click "**Verify**" to receive a one-time passcode. Enter the passcode sent to your new mobile number or email address to complete verification.

Nationality
Chinese

✓ Contact Information

Email Address
chantaiman@abc.com **Verify**

Mobile No.
+852 91234567 **Verify**

Secondary Telephone No. (Optional)

✓ Address

✓ Way of Communication

✓ Common Reporting Standard

Save
Cancel

Change of Personal Details

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

Once the information is saved, a one-time password (OTP) will be sent to you via email or SMS.

< Profile Management

eMPF Registration Information

eMPF ID: 123456789

✕

Email Verification Code

Enter the verification code we've sent by
Email to c*****@gmail.com.

3

1

0

1

5

2

Didn't get a code?
Send again in 58 seconds

First Name (Chinese)

大文

Save

[Cancel](#)

Change of Personal Details

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

You can change the information of your MPF account at the same time. Select the account you want to change your information and click "Apply".

Apply to All Account?

The contact information are different from your profile. Do you want to apply new contact information below to all scheme? Please be aware of the selected information will be updated to selected accounts.

Registration Contact Information

Registered Mobile No.
97561177

Apply to:

Mobile Phone Number

MPF Scheme A ☒

Account Type: Self Employed Person

(+852) 90123456

MPF Scheme B ☐

Account Type: Employee Account

(+852) 92341567

Apply

[Skip](#)

Change of Personal Details

Select eMPF Account
Management

Edit your profile

Apply to All
Accounts

Finally, verify the information and click **"Confirm"** on the confirmation page.

9:41
Profile Management

Confirmation
Information Change Details

Contact Details
Email Address
+852 9012 0045
Current Correspondence Address
Room 777, Block 7, ABC Building, ABC street, ABC Area, Hong Kong

Applied Changes
Mobile Phone No.

Account 1
MPF Scheme A
Account Type: Contribution

Account 2
MPF Scheme B
Account Type: Self Employed Person

Residential Address
Account 1
MPF Scheme A
Account Type: Self Employed Person

Submit

Member Portal

d. Consolidating Accounts / Transferring MPF Arrangement



Consolidating Accounts / Transferring MPF Arrangement

Types Of Transfer

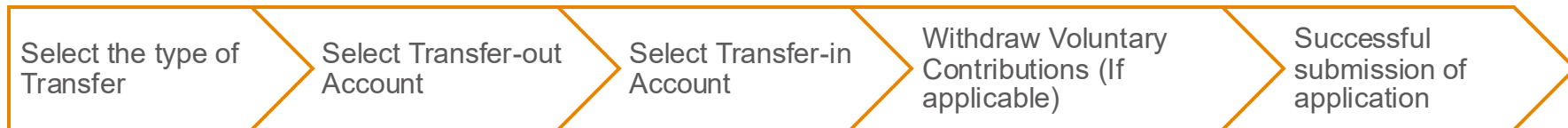
Employee Choice
Arrangement
(ECA)

Personal Account
Consolidation

Transfer Of Tax
Deductible Voluntary
Contributions (TVC)

Transfer After
Termination of
Employment

Steps Of Transfer



Attention!

- If the scheme to which the scheme member wishes to transfer is not yet enrolled, the member needs to open an MPF account in the new scheme before the transfer of MPF benefits can take place.

Consolidating Accounts / Transferring MPF Arrangement

You can only submit your transfer instructions on the "eMPF" after the transfer out scheme and transfer in scheme have been onboarded the "eMPF" Platform. If the relevant schemes has yet to be onboarded the "eMPF" Platform, you will be reminded to submit the hardcopy of your application. You may check the scheme onboarding schedule on the "eMPF" website.

Original Scheme with Transfer-Out Account	New Scheme with Transfer-in Account	Method of Submitting Administrative Instructions
✓ Onboarded	✗ Not Yet onboarded	Submit the hardcopy application form to transfer-in trustee
✗ Not Yet onboarded	✓ Onboarded	Submit the hardcopy application form to the "eMPF"
✓ Onboarded	✓ Onboarded	Submit Online application via "eMPF"

Scheme Member Transferring MPF

Select the type of Transfer

Select Transfer-out Account

Select Transfer-In Account

Review and Submit

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

Employee Choice Arrangement (ECA)

Transfer Of Tax Deductible Voluntary Contributions (TVC)

Transfer After Termination of Employment

Personal Account Consolidation

The following is an example of "Personal Account Consolidation".

Attention!

- If the administration of the member's MPF trustee has been "eMPF", please note that the new member account number must be filled in if the member needs to choose to fill in the form when handling the merger of his/her MPF personal account in the future.



Transfer MPF

Please select the type of transfer you would like to perform.



Personal Account Consolidation

- Consolidate multiple personal accounts into one account under your choice of MPF trustee and scheme to manage MPF at ease
- Applicable to scheme



Scheme Member Transferring MPF

Select the type of
Transfer

Select Transfer-
out Account

Select Transfer-
In Account

Review and
Submit

Select the **Transfer-out Account(s)** and tap “Next”.

Tips:

- The system will list all the accounts that are eligible for transfer.
- **Members can select multiple accounts at once.**



1

2

3

Select Transfer-out Account

You are applying
personal account consolidation

Please select the account(s) from the
check box options below to which your
MPF benefits are to be transferred.

* The "Account Balance (HKD)" is as of the
latest fund price date. Please note that it
is the latest account balance for reference
only and it is not indicated as transferable
balance.



MPF Scheme A

Next



Scheme Member Transferring MPF

Select the type of
Transfer

Select Transfer-
out Account

Select Transfer-
In Account

Review and
Submit

Attention!

- The account that the scheme member is looking for may have been transitioned to the MPF e-Procurement platform yet. member can click “Not Able to Find the Account You Need?” the member will be redirected to the form download page.
- **If the Transfer-in scheme has yet to be onboarded the Platform, please submit the hardcopy of your application trustee.**
- If the Transfer-in scheme has onboarded the "eMPF" but Transfer-out scheme was yet to be onboarded, please submit the hardcopy of your application to "eMPF".

MPF Scheme A

Since | Member Account No. 56454385

Account Type Personal Account

Account Balance (HKD) \$ 5,436.70

[Account Details](#)

MPF Scheme B

Since | Member Account No. 56434439

Account Type Personal Account

Account Balance (HKD) \$ 8,180.14

[Account Details](#)



**Not Able to Find the Account
You Need?**

Scheme Member Transferring MPF

Select the type of Transfer

Select Transfer-out Account

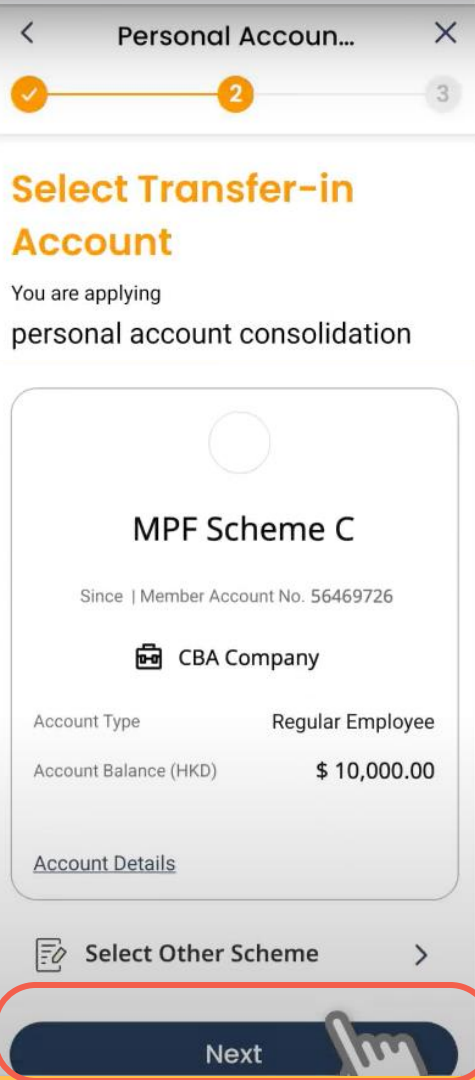
Select Transfer-In Account

Review and Submit

Select the **Transfer-in Account(s)** and tap “Next”.

Attention!

- Members are required to open an MPF account in the new scheme before the transfer can commence. If you have not yet enrolled in a scheme, click “Select Other Scheme”, select the trustee and scheme, and then follow the instructions to complete the enrollment.



Scheme Member Transferring MPF

Select the type of
Transfer

Select Transfer-
out Account

Select Transfer-
In Account

**Review and
Submit**

Review the information and tap “**Submit**”



MPF Scheme A

Trustee A

Account Type: Personal Account

 Edit

Step 2 - Select Transfer-in Account



Selected Account Details



MPF Scheme C

Trustee C

Account Type: Regular Employee

 Edit

Do you want to submit intermediary information?



Yes



No

Submit



Select the type of
Transfer

Select Transfer-
out Account

Select Transfer-
In Account

**Review and
Submit**

Read the Terms and Conditions and tap “**Accept**”

Then, your transfer request has been successfully submitted.



Terms and Conditions

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

I hereby give the eMPF Platform / the Trustee of the Original Scheme an instruction to terminate my TFC account in the Original Scheme upon transfer of all benefits to the New Scheme and there is no residual balance in the said account.

4. To the best of my knowledge and belief, the information given in this application is correct and complete.

5. List of "Personal Information Collection Statement" ("PICS") of The eMPF Platform and The Disbursed MPF Scheme

Personal Information Collection Statement of The eMPF Platform - emf.org.hk/pics/en

Personal Information Collection Statement of The Disbursed MPF Scheme - emf.org.hk/pics/Trustee/en

Accept

Decline



Member Portal e. Change of Investment Instructions



Change of Investment Instructions

Members can change their investment instructions on the "eMPF" Platform, including **"Fund Switching/ Fund Rebalancing"** and **"Change Future Investment Mandate"**.



Change the investment portfolio of existing account balances

Select the scheme
and account

Fund Switching /
Fund Rebalancing

Select Transfer
In-Fund



Change Future Investment Mandate

Select the scheme and account

Change Future Investment
Mandate

Fund Switching / Fund Rebalancing

Select the scheme
and account

Fund Switching / Fund
Rebalancing

Select Transfer In-
Fund

Investment

Please select the investment instruction option according to your needs.

Select Investment. Then go to the "**Fund Switching/Fund Rebalancing**" page.



Fund Switching / Fund Rebalancing

Change the investment portfolio of your existing account balance, you may choose fund-to-fund switching or one-time rebalancing



Change Future Investment Mandate

Set a new fund allocation instruction that affects only new contributions, while keeping the existing MPF investment allocation intact

Fund Switching / Fund Rebalancing

Select the scheme
and account

Fund Switching / Fund
Rebalancing


Select Transfer In-
Fund

Select the account and tap “**Next**”.

< Fund Switching / Fun... 1 2 3

Select Scheme & Account

Please select the MPF account you would like to perform fund switching/rebalancing.




HSBC Mandatory Provident Fund – SuperTrust Plus

Since 01 Jul 2023 | Member Account No. [REDACTED]

Account Type **Personal Account**

Account Balance (HKD) \$ 15,879.40

[Account Details](#)



MPF Scheme B

Since 01 Jul 2023 | Member Account No. [REDACTED]

Account Type **Personal Account**

Account Balance (HKD) \$ 15,879.40

[Account Details](#)

Next

Fund Switching/ Fund Rebalancing

Select the scheme and
account

Fund Switching/ Fund
Rebalancing

Select Transfer In-
Fund

Select Fund Switching

Please select the fund and enter the transfer-out and transfer-in percentage of the existing fund under the applicable contribution types. When you're done, press **"Next"**, verify the information and press **"Submit"**.

Tips:

1. If you want to transfer out more than one fund, please click **"Add New Instruction"** and then enter the details of the next fund instruction.

Fund Switching Instruction

As of 28 / 11 / 2023

Switch Out

Switch In

Employer's Mandatory
Contributions

Employer's Voluntary
Contributions

☐ Rebalancing

Fund A



100 %

Fund Balance: \$ 5,800.30
(30.00% of your total fund balance)

Fund B



0 %

Fund Balance: \$ 3,778.14
(30.00% of your total fund balance)

Next

1

[Add New Instruction](#)

Fund Switching/ Fund Rebalancing

Select the scheme and account

Fund Switching/ Fund Rebalancing

Select Transfer In-Fund

Select Fund Rebalancing

You can choose a new investment allocation percentage for your entire existing accrued benefits in your MPF account.

Choose “**Switch Out**” tab, please switch on the “**Rebalancing**” toggle.

Tips:

Fund rebalancing – Changing the existing MPF portfolio in accordance with the new fund allocation instructions. The first step is to redeem the existing MPF according to the instructions and then reinvest it to achieve the required fund allocation ratio

< Fund Switching / Fun... 2 3

Fund Switching Instruction

As of 28 / 11 / 2023

Switch Out Switch In

Employer's Mandatory Contributions Employer's Voluntary Contributions

☒ Rebalancing

Fund A ☒ 100 %

Fund Balance: \$ 5,800.30
(30.00% of your total fund balance)

Fund B ☒ 100 %

Fund Balance: \$ 3,778.14
(30.00% of your total fund balance)

Next

[Add New Instruction](#)

Fund Switching/ Fund Rebalancing

Select the scheme and account

Fund Switching/ Fund Rebalancing

Select Transfer In-Fund

Then, choose “**Switch In**” tab, enter the new investment allocation percentage under the applicable contribution type.

When you're done, press “**Next**”, verify the information and press “**Submit**”.

< Fund Switching/ Fund...

✓ 2 3

Make Instruction

Balance as of date 23 June 2021

Switch Out **Switch In**

ER Mandatory Contribution EE Mandatory

⚠ Must be 100% and apply to all contribution sub-accounts

Fund A	i	<input type="checkbox"/>
Fund B	i	0%
Fund C	☑	0%
Fund D	☑	100%

Fund Switching / Fund Rebalancing

Change of Investment Instruction

Instruction Submitted
Successfully

After successfully changing your investment instruction, you will see the transaction record on the page.

Note!

- The **cut-off time** for submitting investment instructions to the "eMPF" Platform is **4:00 PM on each working day**.
- Instructions received **at or after the cut-off time** on a working day, or at any time on a non-working day, will be **treated as received on the next working day**.



**Fund Switching
Instruction Submitted
Successfully**

Reference No. SGD0408404000014247

Submission Date & Time: 05/12/2023, 17:34

[Go to My Record](#)

[Apply the Same Allocation
Percentage to Future Investment
Mandate](#)

Change of Future Investment Mandate

Select the scheme and account

Change Future Investment
Mandate

Investment

Please select the investment instruction option according to your needs.

Select **"Investment"**. Then go to the **"Change Future Investment Mandate"** page.



Fund Switching / Fund Rebalancing

Change the investment portfolio of your existing account balance, you may choose fund-to-fund switching or one-time rebalancing



Change Future Investment Mandate

Set a new fund allocation instruction that affects only new contributions, while keeping the existing MPF investment allocation intact

Change of Future Investment Mandate

Select the scheme and account

Change Future Investment
Mandate


Select the account and press “Next”.

< Fund Switching / Fun...

1 2 3

Select Scheme & Account

Please select the MPF account you would like to perform fund switching/rebalancing.




HSBC Mandatory Provident Fund – SuperTrust Plus

Since 01 Jul 2023 | Member Account No. [REDACTED]

Account Type **Personal Account**

Account Balance (HKD) \$ 15,879.40

[Account Details](#)



MPF Scheme B

Since 01 Jul 2023 | Member Account No. [REDACTED]

Account Type **Personal Account**

Account Balance (HKD) \$ 15,879.40

[Account Details](#)

Next

Change of Future Investment Mandate

Select the scheme and account **Change Future Investment Mandate**

Members can choose constituent funds and change the allocation of future contributions.

Tips:

1. Depending on the terms of individual MPF schemes, employees may choose the DIS in full or on a pro-rata basis.
2. Each fund is colour-coded to indicate its level of risk.

9:41 📶 🔋

< Change Future Investment...

✓ 2 3

New Allocation ⌵

Balance as of date 23 June 2021

ER Mandatory Contribution EE Mandatory Contribution

💡 Must be 100% and apply to all contribution sub-accounts

Fund Z ⓘ	<input type="checkbox"/>
Default Investment Strategy (DIS) ⓘ	0%
Fund A ⓘ Class 1	0%
Fund B ⓘ Class 3	100%

Change of Future Investment Mandate

Select the scheme and account

Change Future Investment
Mandate

Confirm the future investment allocation of contributions is correct, and click "**Submit**".

< Fund Switching / Fun...

1 2 3

Confirmation

Step 1 - Select Scheme & Account

Account Details ^

HSBC Mandatory Provident Fund – SuperTrust Plus
Account Type: PAH
Account Balance (HKD) \$ 15,995.48

Edit

Step 2 - Fund Switching Instruction

Fund Switching Instruction 1 ^

Switch Out

Mandatory Contributions

Fund A	20%
Fund B	30%

Voluntary Contributions

Switch In

Mandatory Contributions

Default Investment Strategy	100%
-----------------------------	------

Submit

Select the scheme and account

Change Future Investment
Mandate

After successfully changing your investment instruction, you will see the transaction record on the page.

Note!

- The **cut-off time** for submitting investment instructions to the "eMPF" Platform is **4:00 PM on each working day**.
- Instructions received **at or after the cut-off time** on a working day, or at any time on a non-working day, will be **treated as received on the next working day**.

**Instruction Submitted
Successfully**

Reference No.: AB1234567890 | 12/06/2021, 19:30

We have received your instruction, your instruction will be processed on the next business day and within two business days

[See Transaction Record](#)[Back to Home](#)

Member Portal

f. Notification and Action items



Notification and Action items

How to check my
notifications and action items?

Notification

Action
items

Welcome, Chan Tai Man

eMPF ID: 20000020000

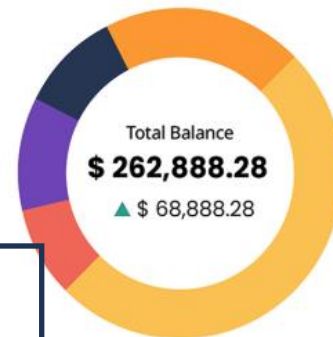
You have **6** Outstanding task(s)
for follow up:

[See all](#)

You have an outstanding bill pending for payment.
Please settle the contributions as soon as possible
to avoid any delay.

My Portfolio

All Regular Employee Personal Account



Investment gain (loss) ▲ \$ 68,888.28

Since inception of the account(s) (Inception date may vary from each)

[View Notifications](#)

Use the filtering feature

On the Notifications page, view all updates and pending action items

Apart from email and SMS, communications from the "eMPF" Platform will also appear in your notifications bar



19/01/2024

Password Reset

Profile Management

19/01/2024

09/01/2024

Password Reset

Profile Management

09/01/2024

03/01/2024

Password Reset

Profile Management

03/01/2024

Notification

View Notifications

Use the filtering feature

You can filter by “**Function**”, “**Status**” and “**Date**” to find the information you need.

×FilterReset

Function

▼

Status


▼

Period of Receiving Notification

^

Select Period

Start Date to End Date



Show Results

View Action Items

Use the filtering feature

On the Action Items page, view various pending tasks

 Record will be deleted and unavailable on this date and after: 28/07/2024

You have a saved application pending for submission

Function
Scheme Enrolment

Employer Name
ABC Company

Scheme Name
MPF Scheme A

Account Type
Regular Employee

Reference No.
END1908554000120780_001

Member Account No.
56457352

Remember to complete and submit your application.
Please be reminded that your saved data will be automatically deleted after the due date below.

 Record will be deleted and unavailable on this date and after: 01/08/2024

Action items

[View Action Items](#)[Use the filtering feature](#)

You can filter by “**Scheme**”, “**Function**”, or “**Date**” to locate the information you need.

<

Filter

Scheme Name

▼

Function

▼

View Action Items by Date

▼

Show Filtered Results

Pending action items	Description
Saved Records	Unfinished applications with saved drafts
Third-party Requests	Applications submitted by MPF intermediaries via the "eMPF" Assistant Portal
Employer Request – Enrolment	Employers enrolling employees into MPF schemes via the "eMPF" platform
Employer Request – LSP/SP Offsetting	Employer-initiated requests to offset LSP/SP
Termination Reporting	Follow-up actions after reporting termination for other contribution accounts
Unclaimed Benefits	Unclaimed benefits related to scheme members
Pending Application	Document verification failed (virus detected/invalid file); requires re-upload
Contribution Reminder	Unsettled contribution bill reminders

Member Portal g. MPF Statements



How can I access My MPF Statements?

Tap **“My Account”** on the menu bar and tap **“My Letter and Statement”**.

My Account



My Record



My Letter and Statement



Profile Management



More Services



eMPF Account Setting



Contact Us



Account
Portfolio



My MPF



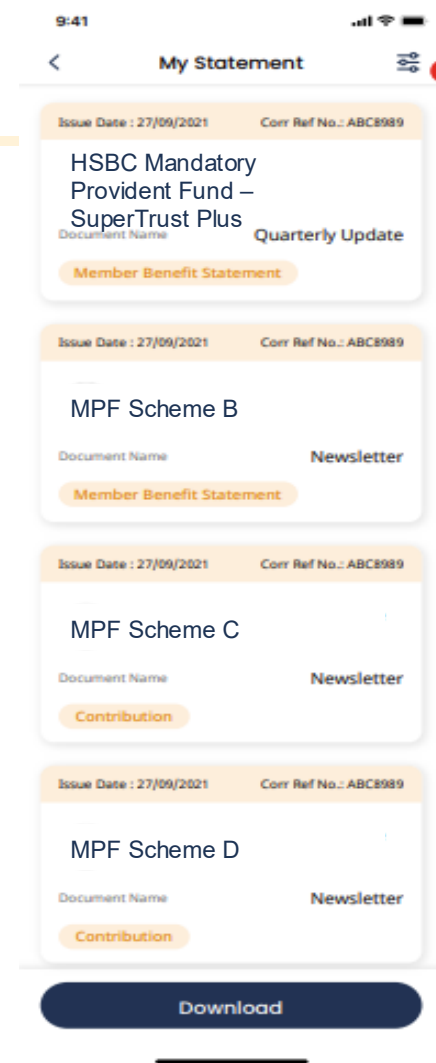
Action Items



My Account

How can I access My MPF Statements?

The list of available statement(s) will be displayed. You can select the statement(s) and tap “**Download**” to have e-copy of your statement(s).



How can I access My MPF Statements?

You may also apply the filter function to search for designated statement(s) by using criteria of “**Scheme Name**”, “**Type**” and “**Issue Period**”.

9:41

Filter

Reset

Scheme Name

All Account(s)

MPF Scheme A

Account No.: 1212323132

Account Status: Terminating

MPF Scheme B

Account No.: 1212323132

Account Status: Terminating

Statement Type

All

Member Benefit Statement

Contribution

Enrolment

Fund Switching

Select Period

01/01/2020 - 30/04/2021

Show Statement Results

5. Supporting channels to Members

A full range of support services provide for "eMPF"

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

Channel	Detail	Manned service hours
"eMPF" Customer Service Hotline	183 2622	Monday to Friday: 9am to 7pm Saturday: 9am to 1pm (except public holidays)
Email	enquiry@support.empf.org.hk	
"eMPF" Service Centres	<p><u>Hong Kong Island</u> Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wan Chai, Hong Kong</p> <p><u>Kowloon</u> Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon</p> <p><u>New Territories</u> Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories</p>	Monday to Friday: 9am to 6pm Saturday: 9am to 1pm (except public holidays)

6. Q & A Session