

Notice pursuant to Section 19Q of the Mandatory Provident Fund Schemes Ordinance

The Secretary for Financial Services and the Treasury has, by notice published in the Gazette, specified 30th April, 2026 from which Bank of East Asia (Trustees) Limited (i.e. the trustee of BEA (MPF) Industry Scheme) must use the electronic MPF system (i.e. eMPF Platform) and the scheme administration services provided by the system operator of the eMPF Platform that are made available to the Bank of East Asia (Trustees) Limited to perform its scheme administration functions.

The following are matters and activities that are to be conducted by the eMPF Platform:

1. processing registration of eMPF Platform for participating employers and scheme members;
2. processing enrolment in registered schemes for participating employers and scheme members;
3. processing MPF contributions and default contributions;
4. processing scheme members' investment instructions (including investment instructions on new contributions and switching instructions);
5. processing transfers of benefits within the registered scheme or between registered schemes or from occupational retirement schemes to registered schemes;
6. processing claims and withdrawal of MPF benefits;
7. processing the offset and refund of severance payments and long service payments to participating employers and/or scheme members/claimants;
8. processing of changes of participating employer and scheme member particulars;
9. giving of notices and documents to participating employers and scheme members;
10. handling of enquiry and complaint; and
11. following up with participating employers and scheme members on any unclear scheme administration instructions.

Should you have any enquiries, please contact BEA (MPF) Hotline on +852 2211 1777 (Operated by Bank of East Asia (Trustees) Limited).

Yours faithfully,
Bank of East Asia (Trustees) Limited

30 January 2026

《強制性公積金計劃條例》第 19Q 條所發出的通知

財經事務及庫務局局長已於憲報刊登公告，規定東亞銀行（信託）有限公司（即東亞（強積金）行業計劃的受託人）必須從 2026 年 4 月 30 日起，開始使用電子強積金系統（即「積金易」平台）及該系統的系統營運者提供的計劃管理服務，以履行其計劃管理職能。

將會由「積金易」平台處理的事宜和進行的活動如下：

1. 處理參與僱主及計劃成員的「積金易」平台註冊申請；
2. 處理參與僱主及計劃成員參加註冊計劃的申請；
3. 處理強積金供款及拖欠供款；
4. 處理計劃成員的投資指示（包括新供款投資指示及轉換指示）；
5. 處理註冊計劃內、註冊計劃之間或從職業退休計劃轉移至註冊計劃的權益轉移申請；
6. 處理申索及提取強積金權益的申請；
7. 處理參與僱主及／或計劃成員／申索人的遣散費及長期服務金的抵銷及退還申請；
8. 處理參與僱主／計劃成員的資料更改申請；
9. 向參與僱主及計劃成員發出通知及文件；
10. 處理查詢及投訴；及
11. 就任何不明確的計劃管理指示向參與僱主及計劃成員進行跟進。

如你有任何查詢，歡迎致電東亞銀行（強積金）熱線 +852 2211 1777（由東亞銀行（信託）有限公司運作）與我們聯絡。

此致

東亞銀行（信託）有限公司

2026 年 1 月 30 日