

[成員姓名]
[地址行1]
[地址行2]
[地址行3]
[地址行4]

敬啟者：

「積金易」平台已開始啟用 – 迎接全新數碼化強積金體驗

積金易平台有限公司¹（積金易公司）與東亞銀行（信託）有限公司（東亞信託）誠邀您一起透過「積金易」平台，迎接全新強積金數碼體驗！

「積金易」平台有何好處

「積金易」平台是一個一站式的共用電子平台，讓您隨時隨地透過手機應用程式或網上平台管理您的強積金。無論您是計劃成員、僱主或自僱人士，「積金易」平台會為您帶來全新體驗及多個好處，包括：

計劃成員及自僱人士

- 就已轉移至「積金易」平台的強積金帳戶：
 - 一站式查閱帳戶結餘及管理所有帳戶
 - 隨時隨地整合帳戶和更改投資組合
 - 輕鬆作自願性供款
 - 一次過申請從不同強積金計劃提取強積金



僱主及自僱人士

- 提供不同電子方式作強積金供款
- 自動計算供款金額
- 接收供款到期日的電子提示
- 減少文書工作及人為錯誤



何時開始使用

強積金受託人及其計劃將依次序逐一加入「積金易」平台（詳情見 www.empf.org.hk）。東亞信託的東亞（強積金）集成信託計劃的帳戶資料，將由以下日期²起轉移至「積金易」平台：

東亞（強積金）集成信託計劃： 加入「積金易」日期 2025年3月5日

由上述日期起，您在此強積金計劃下的帳戶資料及紀錄將會轉移至「積金易」平台。東亞信託仍為上述計劃的受託人，而積金易公司將使用「積金易」平台執行計劃下的行政工作，為您提供計劃行政服務³及處理您的服務指示，包括供款、更改投資組合、查詢帳戶結餘及提取強積金等。屆時，您可透過「積金易」平台管理您的強積金，而無須再向東亞信託提交服務指示。

「積金易」註冊開戶

由2025年1月13日起，您只須辦理一次性的「積金易」註冊開戶手續，即可享受「積金易」平台帶給您的好處。請參閱背頁的計劃成員註冊「積金易」使用指南及受託人的訊息，展開您的強積金數碼新旅程！如您亦持有另一個已加入「積金易」平台的強積金帳戶，並已於早前完成註冊「積金易」開戶，您則無須再次註冊開戶。

查詢

如有查詢，請致電「積金易」客戶服務熱線 183 2622。我們期待在「積金易」平台為您提供服務。

積金易平台有限公司
及 東亞銀行（信託）有限公司 謹啟
2024年12月23日

¹ 積金易平台有限公司為強制性公積金計劃管理局全資附屬公司，以非牟利方式，營運屬公共設施的「積金易」平台。

² 加入「積金易」平台日期已於香港政府憲報中註明。如日期有調整，受託人會適時通知您。

³ 使用「積金易」平台及計劃行政服務須受「積金易」平台的一般條款及細則約束，詳情請瀏覽 www.empf.org.hk/tnc。

註冊「積金易」使用指南

不論您有多少個強積金帳戶，您只須辦理「積金易」註冊開戶手續一次，便能處理您名下所有已轉移至「積金易」平台的帳戶。

您可透過智能手機、平板電腦或電腦完成註冊。請掃描右方的二維碼啟動註冊程序。

詳情請參閱網上使用指南：



計劃成員註冊「積金易」使用指南

www.empf.org.hk/tutorial/reg

注意

須待您的計劃於 2025 年 3 月 5 日加入平台後，才可透過「積金易」平台查閱您的帳戶資料。

如您在其他強積金計劃亦持有帳戶，當該等計劃加入「積金易」平台後，您的相關強積金帳戶資料亦會在「積金易」平台上顯示。

掃描並註冊：

MPF
積金易



流動應用程式



網上平台

受託人的訊息

由 2025 年 3 月 5 日起，積金易公司將負責執行計劃下的行政工作及透過「積金易」平台為您提供計劃行政服務，包括處理計劃成員、僱主及自僱人士提交的服務指示。因此，您應直接向「積金易」平台提交所有有關計劃行政的服務指示，而並非向東亞信託提交。

東亞信託會根據不同的截止日期停止接受服務指示。請參閱**致參與僱主及計劃成員的通知**了解詳情。



致參與僱主及計劃成員的通知

https://www.hkbea.com/pdf/MPF-Scheme-Brochure/NOP/NOP_mt_2_chi.pdf

東亞信託在截止日期後收到的服務指示，將於 2025 年 3 月 5 日計劃加入平台後，由「積金易」平台處理。

關於僱主供款的重要提示

由 2025 年 2 月的供款期起（供款限期為 2025 年 3 月 10 日），您的僱主應透過「積金易」平台（而並非向東亞信託）提交供款資料及於供款限期日或之前繳交供款。

注意

逾期繳交供款須額外繳付逾期供款金額之 5% 附加費。

更多資訊

掃描右方二維碼查閱常見問題，或瀏覽「積金易」網站或致電客戶服務熱線：

MPF
積金易



www.empf.org.hk



183 2622

常見問題



收集個人資料聲明

使用「積金易」平台前，掃描右方二維碼查閱收集個人資料聲明



（或致電熱線索取紙本聲明）

Dear Sir/Madam,

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

eMPF Platform Company Limited¹ (eMPF Company) and Bank of East Asia (Trustees) Limited (BEAT) 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

- For MPF accounts which have got onboard the eMPF Platform:
 - View account balance and manage all accounts via a one-stop app/portal
 - Consolidate accounts and switch investment choices anytime anywhere
 - Make voluntary contributions in a breeze
 - Apply for withdrawal of MPF under different MPF schemes in one go



Employers and Self-employed Persons

- Make MPF contributions with different e-payment options
- Automate calculation of contributions
- Receive e-reminders of contribution due dates
- Reduce paper work and human errors



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). Information of accounts under BEAT's **BEA (MPF) Master Trust Scheme** will be transferred to the eMPF Platform from the following date²:

BEA (MPF) Master Trust Scheme:

eMPF Onboarding Date

5 March 2025

From this date onward, information and records of your MPF account under this scheme will be transferred to the eMPF Platform. While BEAT remains the trustee of the scheme, eMPF Company will utilize the eMPF Platform to perform the administration of the scheme, provide scheme administration services³ 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 BEAT.

Register for eMPF

Starting from 13 January 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 Bank of East Asia (Trustees) Limited

¹ 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 public utility.

² The date of onboarding the eMPF Platform is specified in a legal notice published in the Hong Kong Government Gazette. In case of subsequent adjustment, your trustee will promptly communicate with you.

³ The use of the eMPF Platform and scheme administration services are subject to the General Terms and Conditions of the eMPF Platform available at www.empf.org.hk/tnc/en.

eMPF Registration User Guide

Regardless of how many MPF accounts you have, you only need to register for eMPF once to manage all the accounts under your name which have got onboard the eMPF Platform.

Registration can be done using your smartphone, tablet or computer. Please scan the QR codes on the right to begin registration.

For details, please refer to the **User Guide** available online:



Scheme Member eMPF Registration User Guide

www.empf.org.hk/tutorial/reg/en

Note

Your account details will only be available on the eMPF Platform after your scheme has got onboard on 5 March 2025.

If you have accounts under other MPF schemes, your other MPF accounts' information will also become available on the eMPF Platform after the relevant schemes have got onboard the Platform.

Scan to register:

eMPF
積金易



Mobile App



Web Portal

Messages from Your Trustee

Starting from 5 March 2025, the eMPF Company will take up the administration of the scheme and provide scheme administration services to you via the eMPF Platform, including handling service instructions from scheme members, employers and self-employed persons. Hence, you should submit scheme administration service instructions directly to the eMPF Platform instead of BEAT.

BEAT will cease accepting service instructions based on different cut-off dates. Please read the **Notice to Participating Employers and Scheme Members** for details.



Notice to Participating Employers and Scheme Members

https://www.hkbea.com/pdf/MPF-Scheme-Brochure/NOP/NOP_mt_2_eng.pdf

Service instructions received by BEAT after the respective cut-off dates will be processed by the eMPF Platform after the scheme has got onboard on 5 March 2025.

Important Note to Employers on Making Contributions

Starting from the contribution period of **February 2025** (with a deadline for making contributions on 10 March 2025), your employer should submit contribution data and make payments on or before the deadline via the eMPF Platform for processing but not BEAT anymore.

Note

Late payment will be **subject to a surcharge** calculated at 5% of the late payment amount.

More Information

Check out our Frequently Asked Questions (FAQs) by scanning the QR code, or visit our eMPF website or call our customer service hotline:

eMPF
積金易



www.empf.org.hk



183 2622

FAQs



Personal Information Collection Statement (PICS)

Scan the QR code for the PICS before using the eMPF Platform



(or call our hotline for a printed PICS)

致僱主及計劃成員：

感謝閣下對東亞（強積金）集成信託計劃一直以來的支持。根據《強制性公積金計劃條例》第 19Q 條所發出的通知（附件一），東亞（強積金）集成信託計劃即將於 **2025 年 3 月 5 日**（「加入平台日」）加入「積金易」平台，有關強制性公積金的行政工作將交由「積金易」平台處理。由東亞銀行（信託）有限公司（「我們」）提供的強積金行政服務也因應調整如下，敬請留意。

服務調整

- 行政指示：** 鑑於所有有關強制性公積金的行政工作將交由「積金易」平台處理，相關的行政指示應於計劃加入平台日後交予「積金易」平台。而東亞銀行分行設立的供款支票箱、東亞網上銀行服務、東亞手機銀行及企業電子網絡銀行所提供的強積金服務將根據以下的截止日期**停止**接受行政指示。**請在截止日期前將完整無誤的有效行政指示遞交予我們，指示才可於過渡至「積金易」平台前處理。請注意，指示以到達至東亞強積金行政中心為準，如透過東亞銀行分行遞交，請預留充足的運送時間。**

指示	截止日期及時間	渠道
提交供款	2025 年 2 月 10 日 (晚上 11:59)	東亞網上銀行服務
	2025 年 2 月 10 日 (下午 5:00)	提交付款結算書至東亞強積金行政中心或東亞銀行分行或供款支票箱
上載強積金檔案	2025 年 1 月 17 日 (晚上 11:59)	東亞企業電子網絡銀行服務
處理網上付款結算書	2025 年 1 月 17 日 (晚上 11:59)	東亞企業電子網絡銀行服務
更改投資選擇	2025 年 2 月 11 日 (晚上 11:59)	東亞網上銀行服務 / 東亞手機銀行
	2025 年 2 月 12 日 (下午 5:00)	提交實體表格至東亞強積金行政中心或東亞銀行分行
基金轉換	2025 年 2 月 12 日 (下午 4:00)	東亞網上銀行服務 / 東亞手機銀行 / 提交實體表格至東亞強積金行政中心或東亞銀行分行

另外，東亞強積金電話理財之**互動語音系統及自動櫃員機**之強積金功能**已停止**運作。在加入「積金易」平台後，請利用「積金易」網上平台、「積金易」流動應用程式，或將紙本的強積金行政表格提交指示予「積金易」以管理你的強積金。

2. **供款收妥日期：** 在過渡期後，供款收妥日期以送達到「積金易」收妥日期為準。如因提交至錯誤地點而導致延遲，將有機會產生附加費，敬請留意。
3. **支付供款方法：** 「積金易」服務中心不接受任何現金供款。你可把供款支票放入「積金易」服務中心內的投遞箱，或於「積金易」平台以電子付款方法支付供款。
4. **新的行政表格：** 現有的強積金行政表格將於 **2025 年 5 月 5 日失效**。為避免「積金易」平台拒絕辦理，請於失效日期前使用「積金易」平台發出的行政表格。

此外，為讓閣下了解更多「積金易」平台的資訊及作好過渡安排的準備，我們誠邀閣下參與積金易平台公司聯合舉辦的簡介講座。

僱主網上講座

講座詳情	語言	日期和時間	有興趣參與者請於截止日期前登記此講座
講座形式： 網上 講座內容： <ul style="list-style-type: none"> • 「積金易」平台簡介 • 「積金易」平台註冊及用戶登錄啟動 • 「積金易」網上平台及流動應用程式的功能簡介 • 重要日期及僱主需要採取的行動 	粵語	2025 年 1 月 9 日 下午 3 時 - 下午 5 時	 截止登記日期: 2025 年 1 月 2 日
	粵語	2025 年 2 月 6 日 上午 10 時 - 正午 12 時	 截止登記日期: 2025 年 2 月 3 日
	英語	2025 年 2 月 18 日 下午 3 時 - 下午 5 時	 截止登記日期: 2025 年 2 月 11 日
	粵語	2025 年 3 月 3 日 下午 3 時 - 下午 5 時	 截止登記日期: 2025 年 2 月 24 日

計劃成員網上講座

講座詳情	語言	日期和時間	有興趣參與者請於截止日期前登記此講座
講座形式: 網上 講座內容: <ul style="list-style-type: none"> 「積金易」平台簡介 「積金易」平台註冊及用戶登錄啟動 「積金易」網上平台及流動應用程式的功能簡介 重要日期及計劃成員需要採取的行動 	粵語	2025 年 1 月 13 日 下午 3 時 - 下午 5 時	 截止登記日期: 2025 年 1 月 6 日
	粵語	2025 年 2 月 11 日 上午 10 時 - 正午 12 時	 截止登記日期: 2025 年 2 月 4 日
	普通話	2025 年 2 月 20 日 下午 3 時 - 下午 5 時	 截止登記日期: 2025 年 2 月 13 日
	英語	2025 年 3 月 11 日 下午 3 時 - 下午 5 時	 截止登記日期: 2025 年 3 月 4 日

有關強積金行政工作之查詢，可致電「積金易」熱線 **183 2622** 或電郵至 enquiry@support.empf.org.hk。你也可以查看「積金易」網站 (www.empf.org.hk) 以獲取更多資訊。

我們持續為閣下服務，如你在該產品或強積金計劃方面有任何疑問，歡迎致電東亞銀行（強積金）熱線 +852 2211 1777 或查看我們的網站 (www.hkbea.com)。

此致

東亞銀行（信託）有限公司

附件一：《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）集成信託計劃的受託人）必須從 2025 年 3 月 5 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。

Dear Employers and Scheme Members,

Thank you for your continued support of BEA (MPF) Master Trust Scheme. According to the Notice pursuant to Section 19Q of the Mandatory Provident Fund Schemes Ordinance (Appendix 1), we would like to inform you that the BEA (MPF) Master Trust Scheme will be officially onboarded to the eMPF platform on **5th March, 2025** (the "Onboarding Date"), related administrative work will be handled by the eMPF platform. As a result, there will be certain adjustments to the MPF administration services provided by the Bank of East Asia (Trustees) Limited ("We").

Service Adjustments

- Administrative Instructions:** As all related administrative work will be handled by the eMPF Platform, relevant administrative instructions should be submitted to the eMPF Platform after the Onboarding Date. The MPF services provided by BEA Online, BEA Mobile and Corporate Cyberbanking, as well as the Cheque-Deposit-Box at BEA branches will be **suspended** to receive administrative instructions according to the following deadlines. **Please submit a complete and valid administrative instruction to us before the deadline so that it can be processed before the transition to the eMPF Platform. Please note that instructions are subject to arrival at the BEA MPF Administrative Centre, please allow sufficient delivery time if submitted through BEA branches.**





Instructions	Cutoff Date and Time	Channel
Pay Contribution	10 th February, 2025 (11:59pm)	BEA Online
	10 th February, 2025 (5:00pm)	Submitting Remittance Statement to BEA MPF Administration Centre or BEA Branch or Cheque-Deposit-Box
Upload MPF Files	17 th January, 2025 (11:59pm)	Corporate Cyberbanking
Online Remittance Statement	17 th January, 2025 (11:59pm)	Corporate Cyberbanking
Change of Investment Choice	11 th February, 2025 (11:59pm)	BEA Online / BEA Mobile
	12 th February, 2025 (5:00pm)	Submit designated form to BEA MPF Administration Centre or BEA Branch
Fund Switching	12 th February, 2025 (4:00pm)	BEA Online / BEA Mobile / Submit designated form to BEA MPF Administration Centre or BEA Branch

In addition, the MPF functions under **IVRS of BEA Phone banking** and **ATMs** have **ceased** to operate. After the scheme has been onboarded, please submit your MPF administration instructions on the eMPF Web Portal or eMPF Mobile App, or use the designated MPF administration forms to manage your MPF.





2. **Payment Receipt Date:** After the transitional period, the payment receipt date will depend on **the receipt date by eMPF Platform**. Please be aware that contribution surcharges might be incurred if MPF contribution payments have mistakenly dropped off to the wrong location.
3. **Payment Contributions:** The eMPF Platform **does not accept any cash payments for contributions**. You may deposit your cheques for contribution payment in the drop-in box, or make electronic payments on the eMPF Platform.
4. **New Administrative Forms:** The existing MPF administrative forms will **expire on 5th May, 2025**. To avoid declined applications from the eMPF Platform, please use the administrative forms issued by the eMPF Platform before the expiry date.

Besides, in order to learn more about the eMPF Platform and get prepared for the onboarding, you are cordially invited to join the **introductory seminar** that is hosted by the eMPF Platform Company Limited.

Online Seminar for Employers

Seminar Details	Language	Date and Time	Interested parties shall <u>register</u> for the seminar before the cut-off date
Format: Online Seminar Topics: <ul style="list-style-type: none"> • Introduction of eMPF • eMPF registration and user login activation • Walkthrough of functionalities of eMPF Web Portal and Mobile App • Important date and required actions from Employers 	Cantonese	9 th January, 2025 3:00pm – 5:00pm	 <u>Register</u> on or before 2 nd January, 2025.
	Cantonese	6 th February, 2025 10:00am – 12:00nn	 <u>Register</u> on or before 3 rd February, 2025.
	English	18 th February, 2025 3:00pm – 5:00pm	 <u>Register</u> on or before 11 th February, 2025.
	Cantonese	3 rd March, 2025 3:00pm – 5:00pm	 <u>Register</u> on or before 24 th February, 2025.

Online Seminar for Scheme Members

Seminar Details	Language	Date and Time	Interested parties shall <u>register</u> for the seminar before the cut-off date
Format: Online Seminar Topics: <ul style="list-style-type: none"> • Introduction of eMPF • eMPF registration and user login activation • Walkthrough of functionalities of eMPF Web Portal and Mobile App • Important date and required actions from Scheme Members 	Cantonese	13th January, 2025 3:00pm – 5:00pm	 Register on or before 6th January, 2025.
	Cantonese	11th February, 2025 10:00am – 12:00nn	 Register on or before 4th February, 2025.
	Putonghua	20th February, 2025 3:00pm – 5:00pm	 Register on or before 13th February, 2025.
	English	11th March, 2025 3:00pm – 5:00pm	 Register on or before 4th March, 2025.

For enquiries about MPF administration, you can reach out to the eMPF Hotline on **183 2622** or send an email to enquiry@support.empf.org.hk. You can also visit eMPF website (www.empf.org.hk) for more information.

We will continue to serve your needs, should you have any enquiries about the product or scheme-specific information, please contact BEA (MPF) Hotline on +852 2211 1777 or visit our website (www.hkbea.com).

Yours faithfully,
Bank of East Asia (Trustees) Limited

Appendix 1: 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 5th March, 2025 from which Bank of East Asia (Trustees) Limited (i.e. the trustee of BEA (MPF) Master Trust 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.