

[僱主名稱]
[地址行1]
[地址行2]
[地址行3]
[地址行4]
[聯絡人姓名]

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。無論您是僱主、計劃成員或自僱人士，「積金易」平台會為您帶來全新體驗及多個好處，包括：

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



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



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）享惠計劃的帳戶資料，將由以下日期²起轉移至「積金易」平台：

東亞（強積金）享惠計劃：

加入「積金易」日期

2024年10月29日

由上述日期起，您在此計劃下的強積金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2024年10月11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。請參閱背頁的僱主註冊及啟動「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！如您公司亦參加了另一個已加入「積金易」平台的強積金計劃，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8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。

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，辦理「積金易」註冊開戶手續只須一次，便能處理您公司所有已轉移至「積金易」平台的計劃。

僱主名稱：

XXXXXXXXXXXXXXXXXX

您公司的「積金易」啟動碼：

XXXXXXXXXX

您可以在此日期起辦理註冊「積金易」：

2024 年 10 月 11 日

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

(掃描二維碼下載表格並填寫)



註冊步驟

請在 2024 年 10 月 11 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」：

1

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



「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

2

啟動

- 輸入「公司獲授權人」資料
- 設置用戶名稱及密碼



3

完成！

有關註冊登記「積金易」每個步驟的詳情，請參閱：



僱主註冊及啟動「積金易」使用指南

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

提提您

東亞（強積金）享惠計劃將於 2024 年 10 月 29 日加入「積金易」平台。在此日期前，即使您已完成註冊「積金易」，您在此計劃下的帳戶資料及紀錄須待 2024 年 10 月 29 日後才會在平台上顯示。

受託人的訊息

由 2024 年 10 月 29 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，包括處理僱主、計劃成員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_vs_2_chi.pdf

東亞信託在截止日期後收到的服務指示，將於 2024 年 10 月 29 日計劃加入「積金易」平台後，由「積金易」平台處理。

關於僱主供款的重要提示

由 2024 年 10 月的供款期起（供款限期為 2024 年 11 月 11 日），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。

常見問題

- 1: 我公司沒持有商業登記證／公司註冊證明書，我仍可註冊「積金易」嗎？**
可以。您可以輸入公司名稱並上載註冊「積金易」日期之前 6 個月內由受託人向您公司發出的文件，例如信函或電郵，以取代商業登記證／公司註冊證明書。
- 2: 我需要在「積金易」平台上重新輸入公司的資料嗎？**
不需要。您的公司的主要資料，包括現時員工資料、工資組別、直接轉帳供款授權設定（如有）等將會從受託人系統轉移至「積金易」平台。
- 3: 在我的受託人加入「積金易」平台後，我可以繼續將供款支票直接交到受託人的分行及服務中心嗎？**
不可以。供款支票須郵寄至積金易公司（尖沙咀郵政局郵政信箱 98929 號）或放入任何一間「積金易」服務中心的投遞箱（詳情見 www.empf.org.hk）。我們建議您使用「積金易」平台提供的電子方式供款，既方便、又快捷。
- 4: 如我以支票繳付強積金供款，支票抬頭應改為填寫「積金易公司」嗎？**
不應該。因為您的強積金供款收款人會維持不變，支票抬頭應如常填寫「東亞（強積金）享惠計劃」。我們建議您轉用電子方式供款，避免因郵遞延誤或文書錯誤導致遲供款而要交附加費的情況。
- 5: 我公司參加了兩個不同受託人的強積金計劃，在完成註冊「積金易」後，是否即可在「積金易」平台上看到兩個計劃的資料？**
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），當您另一個計劃加入平台後，您在該計劃下的強積金帳戶資料會自動在「積金易」平台上顯示。

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：



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）

23 August 2024

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 an employer, a scheme member 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:

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



Scheme Members and Self-employed

- 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



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) Value Scheme** will be transferred to the eMPF Platform from the following date²:

BEA (MPF) Value Scheme:

eMPF Onboarding Date

29 October 2024

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 11 October 2024, 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 **Employer eMPF Registration and Activation User Guide** and **Messages from Your Trustee** to kick-start your new digital MPF journey! If your company has participated in another MPF scheme which has got onboard the eMPF Platform and has 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.

Note

This page contains **important information** including your company's eMPF activation code. Please **keep** it for reference to facilitate your registration for eMPF.

How to Register for eMPF

As an employer, regardless of how many MPF schemes you are participating in, you need to register for eMPF only once to manage all the schemes under your company which have got onboard the eMPF Platform.

Employer name: XXXXXXXXXXXXXXXX

Your company's eMPF activation code: XXXXXXXXXX

You can register for eMPF starting from: **11 October 2024**

Before registration, please have the following information and documents ready:

1

eMPF Activation Code

(see above)

2

Business Registration Certificate / Certificate of Incorporation

3

"Company Authorized Person" Appointment Form

(scan QR code to download and complete the form)



Registration Steps

Starting from 11 October 2024, please scan the QR codes on the right to download the eMPF mobile app using your smartphone or tablet, or visit the eMPF web portal to begin registration.



Mobile App



Web Portal

After logging into the eMPF mobile app or web portal, employer or the company authorized person can follow the steps below to register for eMPF:

1

Apply

- Input company authorized person's information
- Input **eMPF activation code**
- Input Business Registration / Certificate of Incorporation number
- Upload "Company Authorized Person" Appointment Form and Business Registration Certificate / Certificate of Incorporation



Upon receipt of your application, the eMPF Platform will send within two working days a notification to the company authorized person by email / SMS for activating your account

2

Activate

- Input company authorized person's information
- Set username and password



3

Done !

For details on each step of the registration process, please see:



Employer eMPF Registration and Activation User Guide

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

Point-to-note

BEA (MPF) Value Scheme will get onboard the eMPF Platform on 29 October 2024. Before this date, even if you have completed registration for eMPF, your account information and records under this scheme will not be available on the eMPF Platform until 29 October 2024.

Messages from Your Trustee

Starting from 29 October 2024, 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 employers, scheme members 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_vs_2_eng.pdf

Service instructions received by BEAT after the respective cut-off dates will only be processed by the eMPF Platform after the scheme has got onboard on 29 October 2024.

Important Note to Employers on Making Contributions

Employer should submit contribution data and make payments via the eMPF Platform for processing but not BEAT anymore starting from the contribution period of **October 2024** (with a deadline for making contributions on 11 November 2024).

Note

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

Frequently Asked Questions

1: If my company does not have a Business Registration Certificate / Certificate of Incorporation (BR/CI), can I still register for eMPF?

Yes. You can input your company name and upload documents issued by your trustee to your company within 6 months preceding the date of registration for eMPF, such as correspondences or emails in place of BR/CI.

2: Do I need to re-enter my company's information on the eMPF Platform?

No. Your company's key information, including your existing employees' information, payroll group, and direct debit authorization setting (if any), etc. will be transferred from your trustee's system to the eMPF Platform.

3: Can I continue to drop off contribution cheques at my trustee's branch or service centre after my trustee has got onboard the eMPF Platform?

No. You should send contribution cheques to eMPF Company by post (PO Box 98929 Tsim Sha Tsui Post Office) or through drop-in box at any of its service centres (details @www.empf.org.hk). But why bother? Switch to e-payment via the eMPF Platform for a more convenient and efficient experience!

4: If I pay contributions by paper cheque, should I write the cheque to "eMPF Company" instead?

No. The payee of MPF contributions remains unchanged. You should write the cheque to your trustee as usual, i.e. "BEA (MPF) Value Scheme". We encourage you to switch to e-payment which can help avoid clerical error or delay in postal delivery resulting in late contribution subject to surcharge.

5: My company is participating in two MPF schemes. After I have registered for eMPF, will I see account information of both schemes on the eMPF Platform?

Trustees and their schemes will get onboard the eMPF Platform in sequence one by one (details @www.empf.org.hk). After your other scheme has got onboard, your MPF account information of that scheme will be automatically shown on the eMPF Platform.

More Information

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



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：

多謝閣下對本計劃一直以來的支持。鑑於東亞（強積金）享惠計劃即將於 2024 年 10 月 29 日正式加入「積金易」平台，下述由東亞銀行（信託）有限公司（「我們」）提供的強積金行政服務安排將會調整，敬請留意。

- 行政指示：** 東亞銀行分行設立的供款支票箱、自動櫃員機、東亞網上銀行服務、東亞手機銀行、東亞銀行電話理財及企業電子網絡銀行所提供的強積金服務將會**終止**，詳情如下：

渠道	僱主及成員將無法提交以下指示：	
供款支票箱	• 繳付供款	• 提交文件
自動櫃員機	• 查閱賬戶	
東亞網上銀行	• 繳付供款 • 更改投資組合	• 基金轉換
東亞手機銀行	• 基金轉換	• 更改投資組合
東亞銀行電話理財	• 查閱賬戶 • 查詢基金價格	• 基金轉換 • 更改投資組合
企業電子網絡銀行	• 上載強積金檔案	• 網上付款結算書

有關強積金之行政工作，請於「積金易」平台或「積金易」流動應用程式提交你的指示，或將紙本的強積金行政表格提交予積金易平台管理其強積金。

- 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。
- 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。
- 新的行政表格：** 現有的強積金行政表格將於 **2024 年 12 月 28 日失效**。為避免「積金易」平台拒絕辦理，請於失效日期後使用積金易平台發出的行政表格。
- 「積金易」熱線查詢：** 如你對強積金賬戶有任何查詢，你可致電「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。

我們持續為閣下提供支援服務，如你有任何疑問，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）或查看我們的網站 (www.hkbea.com) 及參與僱主及成員通告了解更多。

此致

東亞銀行（信託）有限公司

Dear Employer and Scheme Member,

Thank you for your continued support of our MPF schemes. We would like to inform you that the BEA (MPF) Value Scheme will be officially onboarded to the eMPF platform on 29th October, 2024. As a result, there will be certain adjustments to the MPF administration services provided by The Bank of East Asia (Trustees) Limited ("We").

- 1. Administrative Instructions:** MPF services provided by BEA Online, BEA Mobile, BEA Phone Banking and Corporate Cyberbanking, as well as the Cheque-Deposit-Box and ATMs at BEA branches will be **suspended**. Please find the details below:

Channel	Employers and Members are unable to submit the following instructions:
Cheque-Deposit-Box	<ul style="list-style-type: none">• Make contribution payment• Submit documents
ATMs	<ul style="list-style-type: none">• Account enquiry
BEA Online	<ul style="list-style-type: none">• Make contribution payment• Change of investment choice• Fund switching/ rebalancing
BEA Mobile	<ul style="list-style-type: none">• Change of investment choice• Fund switching/ rebalancing
BEA Phone Banking	<ul style="list-style-type: none">• Account enquiry• Fund price enquiry• Change of investment choice• Fund switching/ rebalancing
Corporate Cyberbanking	<ul style="list-style-type: none">• Upload MPF file• Online Remittance Statement

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 28th December, 2024**. To avoid declined applications from the eMPF Platform, please use the administrative forms issued by the eMPF Platform after the expiry date.
- 5. Enquiry Channels of eMPF Platform:** For enquiries on your MPF account, 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, please contact BEA (MPF) Hotline on +852 2211 1777 (Operated by Bank of East Asia (Trustees) Limited), or visit our website (www.hkbea.com) or view the Notice to Participating Employers and Members.

Yours faithfully,
Bank of East Asia (Trustees) Limited

誠邀僱主參與「積金易」簡介講座




為使閣下進一步了解「積金易」平台，並為東亞（強積金）享惠計劃加入「積金易」平台做好準備，我們誠邀閣下參與「積金易」簡介講座。

僱主講座詳情	日期和時間	請掃描登記「積金易」簡介講座
講座形式: 網上 語言: 粵語 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 重要日期及計劃成員需要採取的行動 「積金易」網上平台及「積金易」流動應用程式的功能簡介 	2024 年 9 月 9 日 下午 4 時 30 分 - 6 時 30 分	 如你有興趣參與此講座，請於 2024 年 9 月 2 日前登記。
	2024 年 9 月 25 日 上午 10 時 - 正午 12 時	 如你有興趣參與此講座，請於 2024 年 9 月 18 日前登記。
	2024 年 10 月 16 日 下午 4 時 - 6 時	 如你有興趣參與此講座，請於 2024 年 10 月 9 日前登記。

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）或查看我們的網站（www.hkbea.com）了解更多。

Invitation for Employers to participate in the eMPF Introductory Seminar

In order to know more about the eMPF Platform and to get prepared for the onboarding, you are cordially invited to the **eMPF introductory seminar**.

Employers Seminar Details	Date and Time	Please scan the QR code to <u>register</u> for the seminar
Format: Online Language: Cantonese Seminar Topics: <ul style="list-style-type: none"> Introduction of eMPF eMPF registration and user login activation Important date and required actions from scheme members Walkthrough of functionalities of eMPF Web Portal and eMPF Mobile App 	9th September, 2024 4:30p.m. – 6:30p.m.	 Interested parties shall register on or before 2 nd September, 2024.
	25th September, 2024 10:00a.m. – 12:00p.m.	 Interested parties shall register on or before 18 th September, 2024.
	16th October, 2024 4:00p.m. – 6:00p.m.	 Interested parties shall register on or before 9 th October, 2024.

Should you have any enquiries, please contact BEA (MPF) Hotline on +852 2211 1777 (Operated by Bank of East Asia (Trustees) Limited) or visit our website (www.hkbea.com) to learn more details.

根據《強制性公積金計劃條例》第 19Q 條發出的通知

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）享惠計劃的受託人）必須從 2024 年 10 月 29 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

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 29th October, 2024 from which Bank of East Asia (Trustees) Limited (i.e. the trustee of BEA (MPF) Value 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