



The eMPF assistant portal facilitates MPF account assistance

With the launch of the eMPF at the end of June, administrative work relating to the MPF will be conducted primarily online in future. Some members who are not familiar with electronic devices or MPF processing procedures may have concerns. For these members, the system also provides an assistant portal that can be used by anyone (such as family members, friends, or MPF intermediaries) to assist members with the following:

- registering MPF accounts,
- consolidating personal accounts,
- facilitating MPF transfers under the employee choice arrangements and
- facilitating voluntary tax-deductible contribution transfers, among other tasks, etc.

After receiving help from the portal, members only need to verify and confirm the information before submitting.



Members must already be registered for the eMPF

Before using the assistant portal, members must have already registered for the eMPF. Registration for the eMPF only requires three simple steps: identity verification, filling out personal information, and setting up a username and password. Generally, registration takes only a few minutes. After completing the registration for the eMPF, the eMPF ID will be displayed on the confirmation page. The eMPF ID links all MPF accounts of the member on the eMPF platform. When entrusting others to use the assistant portal, members will need to provide their eMPF ID.

Family members, friends and intermediaries can apply to become entrusted members

Generally, these individuals should be trusted family members, friends, or MPF intermediaries. As the entrusted person, upon entering the assistant portal of the eMPF, one first needs to input personal information, after which one can start filling out online forms or uploading documents and inputting the member's information (i.e., The eMPF ID and Hong Kong ID number). Once the application is prepared, the member will receive a notification on the eMPF platform. The member then needs to verify the information and confirm the submission of the application.

It is the member's responsibility to verify the accuracy of the information

Assisting in handling MPF accounts through the entrusted person can save members the trouble of filling out forms and preparing documents. Members must note that the eMPF platform will only process the application after verifying the member's information and confirming the submission. Members have the responsibility to verify the accuracy of the relevant information and should request corrections from the entrusted person if there are any errors or omissions.

Usernames and passwords should not be disclosed to anyone

If members need to entrust others to handle MPF matters, they should use the eMPF assistant portal. Under no circumstances should usernames and passwords be provided to anyone to avoid possible scams.

About WTW

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積金易助理介面協助成員 處理強積金賬戶

隨著積金易於六月尾推行，強積金相關的行政工作將主要透過網上進行。一些不常使用電子設備或對強積金處理程序不太熟悉的成員，可能會有些憂慮。事實上，積金易除了可由成員自行操作以外，也可以由任何人士(例如家人朋友或強積金中介人)運用助理介面，協助有關成員登記強積金帳戶、整合個人帳戶、作出僱員自選安排下的強積金轉移、可扣稅自願性供款轉移等。成員只需進行核實及確認，便可提交及處理。

成員必須已註冊積金易

在運用助理介面前，成員必須經已註冊積金易。註冊積金易只需三個簡單步驟，分別是身份驗證，填寫個人資料以及設定用戶名稱及密碼。一般而言，註冊只需時數分鐘。對於不熟悉電子設備的成員，可以向可信任的人士尋求協助。成員完成積金易註冊後，將會在確認頁面上顯示積金易號碼。積金易號碼將連結成員在積金易平台上的所有強積金帳戶，包括現有的帳戶及日後開立的帳戶。成員在委託他人使用助理介面時，需要提供積金易號碼。



可委託家人、朋友及中介人

一般而言，受委託的人士應是成員可以信任的家人及朋友，也可以是強積金中介人。作為成員委託的人士，於進入積金易助理介面後，需要輸入個人資料，之後便可以開始填寫網上表格或上載文件，並輸入計劃成員的資料(即積金易號碼及香港身份證號碼)。當申請準備妥當後，成員便會於積金易平台收到通知。成員需核實資料並確認提交申請。

有責任核對資料無誤

由受委託人士協助處理強積金賬戶，可讓不熟悉電子設備或強積金處理程序的成員，省卻填寫及準備文件的麻煩。成員必須注意的是，積金易只會於成員核實資料並確認提交申請後，才會開始處理有關申請，成員也有責任核對相關資料無誤，如有錯漏應要求受委託人士修改。

不應向任何人仕透露用戶名稱及密碼

如果成員需要委託其他人處理強積金事宜，應使用積金易助理介面。在任何情況下也不應該向任何人仕提供用戶名稱及密碼，以免墮入騙局。

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