

**China Life MPF Master Trust Scheme**  
(“China Life Scheme”)

NOTICE TO PARTICIPATING EMPLOYERS AND MEMBERS

This notice is important and requires your immediate attention. Terms used in this notice (unless otherwise defined below) bear the same meaning as in the MPF Scheme Brochure March 2023 Edition of China Life Scheme. If you are in doubt about the contents of this notice, you should seek independent professional financial advice. The Approved Trustee of China Life Scheme accepts responsibility for the contents of this notice as being accurate as of the date of this notice.

China Life Scheme is scheduled to be onboarded to the eMPF Platform on 29 July 2024.

- The eMPF Platform is a one-stop electronic platform for participating employers and scheme members to manage their MPF account(s) across different MPF registered scheme(s) anytime and anywhere through the eMPF Web Portal or the eMPF Mobile App.

***Before or Upon onboarding to eMPF Platform***

- If Employers or Members wish to have the relevant valid application, enrolment or instructions effective before the onboarding, please observe the cut-off dates/time for the instructions set out in 3.1(a) in the section headed “3. Transitional Operational Arrangement for Onboarding”.

***After Onboarding to eMPF Platform***

- Scheme administration such as applications, contributions, transfers, rebalancing, claims and payment of accrued benefits under China Life Scheme will be made through the eMPF Platform. eMPF Platform will provide administrative services to Members directly and Members should no longer submit new instructions to the Approved Trustee.

- There will also be a reduction in the management fees at CF level for China Life Balanced Fund, China Life Growth Fund, China Life Joyful Retirement Guaranteed Fund, China Life Greater China Equity Fund and China Life US Equity Fund (“Various Funds”) as a result from the use of administration services of eMPF Platform. Please refer to 5.2(b)(i) in the section headed “5. Amendments to Trust Deed, Scheme Brochure & KSID and Fee Reduction” below.
- Amendments will also be introduced to the constitutive documents and Scheme Brochure to align with the operation of eMPF Platform. Please refer to 5.1(a)(i), in the section headed “5. Amendments to Trust Deed, Scheme Brochure & KSID and Fee Reduction” below for details.

***Impact on/Actions to be taken by Employers & Members***

- Seminars will be held to brief Employers and Members separately on the details of arrangement before the date of onboarding of China Life Scheme to the eMPF Platform. Please refer to the section headed “6. “Seminars” below for further information.
- Upon or after onboarding, Employers and Members who intend to use/access to electronic channel/submit instructions electronically will have to register with the eMPF Platform. Employers have to ensure their payroll system is eMPF-ready or eMPF certified otherwise Employers can choose to submit contributions through the eMPF Web Portal or eMPF Mobile App. Members’ existing MPF account number(s) will be changed after the onboarding. Please refer to the section headed “4. Onboarding to eMPF Platform – Required Actions” below for details.
- As a result of using the administration service of eMPF Platform, Members can enjoy a reduction in management fees for the Various Funds.

***Others***

- Employers and Members may contact China Life Trustees Limited at 3999 5555 in relation to this notice.

Dear Employers and Members,

We are writing to inform you that with effect from 29 July 2024, the scheme administration services of China Life Scheme will be performed by eMPF Platform.

## **1. Introduction to eMPF Platform**

The eMPF Platform is developed by the eMPF Platform Company Limited (“the eMPF Company”), which is a wholly-owned subsidiary of the Mandatory Provident Fund Schemes Authority (“MPFA”), and operates the eMPF Platform as a not-for-profit public utility. The eMPF Platform serves as a one-stop electronic platform for participating employers and scheme members to encourage proactive management of their MPF account(s) across different MPF registered scheme(s) anytime and anywhere through the eMPF Web Portal or the eMPF Mobile App. It is mandatory for trustees of the MPF registered schemes to perform scheme administration functions by using the eMPF Platform under the MPFSO. The legal notice on mandatory use of eMPF Platform of China Life Scheme is published in the Gazette.

## **2. Onboarding Date, Scheme administrator & Submission of Instruction**

MPF trustees and their respective MPF schemes will get onboard to the eMPF Platform one by one. China Life Scheme is scheduled to get onboard to the eMPF Platform on 29 July 2024 (“Onboarding Date”). Upon China Life Scheme got onboard to the eMPF Platform, the administration of China Life Scheme will be performed by the eMPF Platform. Employers and Members are immediately required to manage their MPF accounts via, and submit their MPF instructions, to the eMPF Platform (including revised or supplementary information relating to instructions submitted to trustees previously before the Onboarding Date stated above). Employers and Members should no longer submit their instructions to us, China Life Trustees Limited, the Approved Trustee, which include but are not limited to the following:

- (a) processing enrolment in registered schemes for participating employers and scheme members;
- (b) processing MPF contributions and default contributions;
- (c) processing scheme members’ investment instructions (including investment instructions on new contributions and switching instructions);

- (d) processing transfers of benefits within the registered scheme or between registered schemes or from occupational retirement schemes to registered schemes;
- (e) processing claims and withdrawal of MPF benefits;
- (f) processing the offset and refund of severance payments and long service payments to participating employers and/or scheme members/claimants;
- (g) processing of changes of participating employer and scheme member particulars;
- (h) giving of notices and documents to participating employers and scheme members;
- (i) handling of enquiry and complaint; and
- (j) following up with participating employers and scheme members on any unclear scheme administration instructions.

### 3. Transitional Operational Arrangement for Onboarding

#### 3.1 Suspension

##### (a) Cut-off dates/time for dealing instructions

You may submit valid dealing instructions to us, China Life Trustees Limited, by the following respective cut-off dates and time in order to have your instructions\* processed before the Onboarding Date. The respective dates in the table below are determined by reference to (i) the normal time required for processing instructions; and (ii) the service pledges.

Instructions	Received on or before
Application by Employers	4:00p.m. 15 July 2024
Member enrolment	4:00p.m. 15 July 2024
Contributions	4:00p.m. 12 July 2024
Transfer-in	Any valid transfer-in request must reach China Life Trustees Limited <ul style="list-style-type: none"> <li>• New and existing Employer – 4:00p.m. 15 July 2024</li> <li>• Member – 4:00p.m. 15 July 2024</li> </ul>
Redemption (excluding transfer-out)	<ul style="list-style-type: none"> <li>• Termination of participation by Employer:</li> </ul>

	<p>4:00p.m. 11 July 2024</p> <ul style="list-style-type: none"> <li>Member's Permanent departure from Hong Kong 4:00p.m. 8 July 2024</li> <li>Member's Termination and other circumstances 4:00p.m. 15 July 2024</li> </ul>
Transfer-out	<p>Any valid transfer-out request must reach China Life Trustees Limited via the designated new trustee:</p> <ul style="list-style-type: none"> <li>Existing Employer 4:00p.m. 11 July 2024</li> <li>Member 4:00p.m. 9 July 2024</li> </ul>
Fund rebalancing or change of investment mandate	4:00p.m. 17 July 2024
Employer/Member Information Change	4:00p.m. 15 July 2024

Note\* In relation to transfer-in, the transfer-in instructions will be processed and sent to the transfer-out trustee before the Onboarding Date.

(b) Suspension of dealings

To facilitate the onboarding of China Life Scheme, dealings (including contributions, switchings, redemptions, change of investment mandate) will be suspended from 22 July 2024 to 28 July 2024 (both dates inclusive).

(c) In order to facilitate the data migration to eMPF Platform, the direct debit date for July 2024 monthly contribution for Self-Employed Person (“SEP”), Smart Easy Personal Contributions (“SVC”) and Tax Deductible Voluntary Contribution (“TVC”) Accounts will be changed as follows:

Account Type	Original Direct Debit Date	New Direct Debit Date
SEP	24 July 2024 (Wednesday)	4 July 2024 (Thursday)
SVC & TVC	29 July 2024 (Monday)	4 July 2024 (Thursday)

The change will resume to normal after the migration, i.e. the 24<sup>th</sup> of each calendar month for SEP and the 27<sup>th</sup> of each calendar month for SVC and TVC Accounts.

- 3.2 Instructions cannot be given via China Life MPF Online Account (website or Mobile apps) after the above cut-off dates and time to the Approved Trustee. If any instructions cannot be effected before the Onboarding Date, except for the instructions related to fund rebalancing or fund rebalancing with change of investment mandate, other instructions will be carried out as soon as practicable after the Onboarding Date by the eMPF Company. Instructions should be submitted to the eMPF Company on or after the Onboarding Date. For the instructions related to fund rebalancing or fund rebalancing with change of investment mandate given after the above cut-off dates and time, you should re-submit your instructions to the eMPF Company on or after the Onboarding Date.
- 3.3 In the event of the cut-off date for respective instruction(s) becoming a gale warning day or black rainstorm warning day (i.e. Tropical Cyclone Warning Signal No.8 or above; or black rainstorm warning signal is hoisted; or the Government of the Hong Kong Special Administrative Region of the People's Republic of China makes an announcement on a territory-wide "extreme conditions" and remains hoisted/ the territory-wide "extreme conditions" announcement ceases to exist after 12:00noon) resulted in such day being a non-business day, all respective instructions from Employers and Members received by the Approved Trustee on such day will be suspended and not be processed by the Approved Trustee and will be handled according to 3.2 above. Exception applies for the cut-off date for contribution data submission with payment via direct debit authorisation. In the said circumstance, the cut-off date for contribution data submission with payment via direct debit authorisation will be postponed to the next business day following the early cut-off date, and the relevant instructions will still be processed by the Approved Trustee before the Onboarding date.
- 3.4 Arrangement of e-communication consent for passport holders  
Members are required to complete the registration with the eMPF Platform for receiving notices or documents by electronic means including e-notification and e-statement (e-Communications) from the eMPF Platform. However, if Members previously used passport as identification document to enrol the MPF

account(s) in China Life Scheme, Members will not be able to complete the registration with the eMPF Platform using passport number and receive e-Communications from the eMPF Platform. As a result, the eMPF Platform will send all notices or documents to Members through paper means. If Members wish to continue to receive e-Communications from the eMPF Platform after China Life Scheme gets onboard, please update the identification document to Hong Kong Identity Card (HKID) (i) with China Life Trustees Limited before onboarding or (ii) with the eMPF Platform after onboarding.

#### 4. Onboarding to eMPF Platform – Required Actions

4.1 To make the best use of the eMPF Platform, Employers and Members are strongly encouraged to submit instructions electronically via the eMPF Platform. To facilitate the smooth transition to the eMPF Platform, Employers and Members shall take note of the following and take necessary actions:

	<u>Your Actions</u>	<u>Quick Access</u>
Registration with eMPF Platform  <b><i>(APPLICABLE TO ALL EMPLOYERS AND MEMBERS)</i></b>	Register with eMPF Platform from 12 July 2024 to facilitate you in managing your MPF account(s) via the eMPF Platform going forward. <sup>1</sup>  <b>Please be reminded that the account details will only be available on the eMPF Web Portal or eMPF Mobile App after China Life Scheme gets onboard on 29 July 2024. You are encouraged to register soon so that</b>	1. Scan the QR Code for eMPF Platform registration  eMPF Web Portal   eMPF Mobile App 

<sup>1</sup> This applies to non-registered employers and members only. Yet, employers and members who have performed registration can log-in to the eMPF Web Portal or eMPF Mobile App and check the account details after the Onboarding Date, i.e. 29 July 2024.

	<p><b>you will be able to access your account details after China Life Scheme got onboard eMPF Platform.</b></p>	<p>2. Visit eMPF Web Portal from 12 July 2024:</p> <p><a href="http://eMPF.org.hk/reg/type/en">eMPF.org.hk/reg/type/en</a></p>
<p>Submission of MPF administration instructions and MPF account enquiries</p> <p><b><i>(APPLICABLE TO ALL EMPLOYERS AND MEMBERS)</i></b></p>	<p>Submit MPF administration instructions and access your MPF account information and balance via the eMPF Web Portal or eMPF Mobile App from 29 July 2024 onwards.</p> <p><b>eMPF Platform commences processing MPF administration instructions and MPF account enquiries</b></p> <p><b>Please be reminded that the MPF administration instructions received by China Life Trustees Limited through our original channels after the respective cut-off dates (for details, please refer to <i>item 3 above of this Notice</i>) will lead to delay in handling or rejection of the instructions.</b></p>	<p>1. Scan the QR Code for accessing eMPF User Guide on eMPF website</p> <p>Participating scheme members</p>  <p>Participating employers</p>  <p>2. Visit eMPF website from 12 July 2024:</p> <p><u><a href="http://eMPF.org.hk/tutorial/en">Participating scheme members</a></u>  <a href="http://eMPF.org.hk/tutorial/en">eMPF.org.hk/tutorial/en</a></p> <p><u><a href="http://eMPF.org.hk/er/tutorial/en">Participating employers</a></u>  <a href="http://eMPF.org.hk/er/tutorial/en">eMPF.org.hk/er/tutorial/en</a></p>

<p>Submission of contribution data and payment instructions</p> <p><b><i>(APPLICABLE TO EMPLOYERS, TVC ACCOUNT HOLDERS, SMART EASY PERSONAL CONTRIBUTION ACCOUNT HOLDERS AND SELF-EMPLOYED PERSONS ONLY)</i></b></p>	<p>Submit contribution data and payment instructions via the eMPF Web Portal or eMPF Mobile App from 29 July 2024 onwards.</p>	<p>1. Scan the QR Code for eMPF Portal and eMPF Mobile App login page</p> <p>eMPF Web Portal - Participating scheme members</p>  <p>eMPF Web Portal - Participating employers</p>  <p>eMPF Mobile App</p>  <p>2. Visit eMPF website from 29 July 2024 onwards:</p> <p><u>Participating scheme members</u> eMPF.org.hk/login/en</p> <p><u>Participating employers</u> eMPF.org.hk/er/login/en</p>
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4.2 Regarding submission of contributions, Employers who currently use their own payroll system to calculate and/or submit contributions to China Life Trustees Limited should check with their respective payroll vendors or in-house IT system/application developers to ensure their payroll system is eMPF-ready (i.e. system has been enhanced to support standardized contribution data file to the eMPF Platform by file upload) or eMPF-certified (i.e. system has been enhanced

to support standardized contribution data file to the eMPF Platform via API). If the system is neither eMPF-ready nor eMPF-certified, Employers can choose to submit contributions through the eMPF Web Portal or eMPF Mobile App as stipulated above.

4.3 Alternatively, instructions may be submitted by paper-based means to the eMPF Platform by post, fax, email or in person:

- Postal Address: PO Box 98929 Tsim Sha Tsui Post Office
- Fax number (not applicable to application that approved trustee requires certified true copy of supporting document): 3197 2988
- Email Address (not applicable to application that approved trustee requires certified true copy of supporting document): forms@support.empf.org.hk
- In person to the following eMPF Service Centres:

Hong Kong Island: Unit 601B, 6/F, Dah Sing Financial Centre, No.248  
Queen's Road East, Wanchai, Hong Kong

Kowloon: Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77  
Mody Road, Tsim Sha Tsui East, Kowloon

New Territories: Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung  
Uk Road, Tsuen Wan, New Territories

Office Hours: Monday to Friday 9:00 am to 6:00 pm

Saturday 9:00 am to 1:00 pm

Closed on Sunday and Public Holidays

Employers and Members can also visit the above eMPF Service Centres during the office hours for MPF related services (e.g. making enquiries/complaints relating to MPF scheme administration, seeking assistance in using the eMPF Web Portal or eMPF Mobile App etc.)

4.4 The account number(s) of your existing MPF account(s) will be changed after China Life Scheme got onboard to the eMPF Platform. You may log-in to the eMPF Web Portal or the eMPF Mobile App, contact the eMPF Customer Service Hotline or visit the eMPF Service Centre or eMPF Kiosk to obtain the updated account number after the Onboarding Date.

4.5 All MPF administrative forms are available from the eMPF website

eMPF.org.hk/forms/en and the eMPF Service Centres from the Onboarding Date onwards. There will be a grace period of 2 months following the Onboarding Date during which eMPF Platform will accept our existing administration forms. Please note that the existing administration forms of China Life Trustees Limited received after the grace period (i.e. 28 September 2024) will be rejected.

- 4.6 Upon onboarded to the eMPF Platform, the services on China Life Trustee's web page (including without limitation account balance enquiries through the internet, member record enquiries and change of personal information) will be removed. Please also note that the daily guarantee balance of China Life Joyful Retirement Guaranteed Fund will not be provided by eMPF Platform.

## **5. Amendments to Trust Deed, Scheme Brochure & KSID and Fee Reduction**

The following is a summary of the key amendments made to the constitutive documents and scheme brochure of China Life Scheme as a result of the regulatory changes under the Mandatory Provident Fund Schemes (Amendment) Ordinance 2021 and the operations upon onboarding to eMPF Platform.

### **5.1 Trust Deed, Governing Rules and Annexures**

#### **(a) Changes to reflect the operations upon onboarding to eMPF Platform**

- (i) The Trust Deed, Governing Rules and Annexures of China Life Scheme will be amended to effect the onboarding to eMPF Platform. With effect from the Onboarding Date, all future applications/enrolment to China Life Scheme, contributions, rebalancing, change of investment instructions, redemptions, claims and payment of accrued benefits etc. under China Life Scheme will be required to be submitted through the eMPF Platform instead of to the Approved Trustee.
- (ii) The Approved Trustee may charge a Constituent Fund of China Life Scheme for the fee payable to the eMPF Company for the use of administration services of the eMPF Platform.
- (iii) The Approved Trustee may also suspend dealings of the Constituent Funds of China Life Scheme on the written direction of MPFA to the system operator to suspend the operation or use of the eMPF Platform (or any part of it) under section 19(J) of MPFSO or upon publication of suspension of the operation or use of the eMPF Platform (or any part of it) by the system operator under section

19(L)(1) (a) or (b) of MPFSO.

(b) Other Amendments

- (i) Before onboarding to the eMPF Platform, a Member does not have an option to specify the choice of investment in a combination of both choice of individual funds and Default Investment Strategy (“DIS”). Upon the use of the eMPF Platform, Members will be allowed to provide a duly signed valid specific investment instruction for rebalancing or change of investment mandate in any or all of the Constituent Fund(s) and/or the DIS in addition to satisfying that the investment percentage therein is an integer and the total investment percentage is equivalent to 100%.
- (ii) We have also taken this opportunity
- (1) to streamline the disclosure in the constitutive documents i.e. the provisions in the Governing Rules which state the statutory requirements under the Regulation in details will be simplified by incorporating references to the relevant clauses/sections of the Regulation (as the case may be); and
  - (2) to correct typographical errors, to clarify the legal position in relation to the date of appointment of receiver or liquidator and to make various minor and/or cosmetic amendments in the various constitutive documents.

5.2 Scheme Brochure

(a) Changes to reflect the operations upon onboarding to eMPF Platform

- (i) In order to let Members have a better understanding of the details of the eMPF Platform, a new section “eMPF Platform” will be added in the Scheme Brochure. Changes to the existing MPF scheme administration of China Life Scheme including but not limited to application, rebalancing or change of investment mandate, claim, payment, transfer or withdrawal of accrued benefits will be available to Members through the eMPF Platform will be amended in the appropriate sections of the Scheme Brochure.
- (ii) As a result of the eMPF onboarding, the handling fee for withdrawal of Smart Easy Personal Contributions exceeding the maximum 4 times and accrued benefits exceeding the maximum 12 instalments in each financial period for Constituent Funds will also be applicable to Members who have invested in the Constituent Funds of DIS in order to align with the industry practice.

(b) Reduction of fees for Constituent Funds

- (i) As a result of the use of eMPF Platform for scheme administration services, the management fees at CF level in respect of China Life Balanced Fund, China Life Growth Fund, China Life Joyful Retirement Guaranteed Fund, China Life Greater China Equity Fund and China Life US Equity Fund will be reduced with effect from 29 October 2024. The table below shows the current management fee at CF level and APIF level (“aggregate management fee”) and the new aggregate management fee of all Constituent Funds. The latest reduction of aggregate management fee in respect of the foregoing Constituent Funds are underlined for easy reference:

Name of constituent fund	Current aggregate management fee p.a. of net asset value	New aggregate management fee p.a. of net asset value
China Life MPF Conservative Fund	0.85%	0.85%
China Life Balanced Fund	<u>1.5%</u>	<u>1.41%</u>
China Life Growth Fund	<u>1.5%</u>	<u>1.41%</u>
China Life Hong Kong Equity Fund	0.95%	0.95%
China Life Joyful Retirement Guaranteed Fund	<u>1.2%</u>	<u>1.06%</u>
China Life Retire-Easy Global Equity Fund	Up to 1.4%	Up to 1.4%
China Life Core Accumulation Fund	0.75%	0.75%
China Life Age 65 Plus Fund	0.75%	0.75%
China Life Greater China Equity Fund	<u>1.18%</u>	<u>1.15%</u>
China Life US Equity Fund	Up to <u>0.86%</u>	Up to <u>0.83%</u>

There will be changes to the trustee fee in other Constituent Funds, namely, China Life MPF Conservative Fund, China Life Balanced Fund, China Life Growth Fund, China Life Hong Kong Equity Fund, China Life Joyful Retirement Guaranteed Fund, China Life Retire-Easy Global Equity Fund, China Life Core Accumulation Fund and China Life Age 65 Plus Fund. The administration fee

will be renamed as eMPF Platform fee effective from 29 October 2024. There will be re-alignment of the foregoing fee items taking into account of the fee charged by the eMPF Platform and the changes in trustee fee.

- (ii) The maximum level of trustee fee to be charged by the Constituent Funds of DIS will be increased to 0.25% p.a. of net asset value for the trustee to maintain the payment function and connectivity to the eMPF Platform as stated in the MPFA guideline effective from 29 October 2024.
- (iii) Please also note that the maximum amount of out-of-pocket expenses charged to the Constituent Funds of DIS, namely China Life Core Accumulation Fund and China Life Age 65 Plus Fund will be reduced from 0.2% to 0.1% with effect from 1 January 2025.
- (iv) Contact details of eMPF Platform, including website, mobile app link, postal address, facsimile number, email address and offices in Hong Kong, Kowloon and the New Territories, office hours and hotline numbers will be added in the section “HOW TO JOIN THE SCHEME AND CONTACT DETAILS FOR ENQUIRIES” under the Chapter “ADMINISTRATIVE PROCEDURES”.

The Trust Deed will be amended to reflect the above changes by way of the Sixth Deed of Variation. The Scheme Brochure will be conformed. 5.2(b)(i), (ii) and (iii) will be amended by way of the First Addendum effective from 29 October 2024 and 1 January 2025 respectively and KSID will also be updated to reflect the above changes.

With effect from 29 July 2024, the Trust Deed (together with the Sixth Deed of Variation and previous Deeds of Variation), the latest conformed Scheme Brochure and the First Addendum and the KSID can be downloaded from our website [www.chinalife.com.hk](http://www.chinalife.com.hk) free of charge.

## **6. Seminars**

In order to know more about the eMPF Platform and to get prepared for the onboarding, Employers and Members of China Life Scheme are cordially invited to the eMPF introductory seminars.

Details of the seminar are as follows:

Employers' session

Date and Time	14 June 2024 3:00-5:00pm
Seminar Contents	<ul style="list-style-type: none"> <li>• Introduction of eMPF</li> <li>• Important date and required actions from Employers</li> <li>• eMPF registration and user login activation</li> <li>• Walkthrough of functionalities of eMPF Web Portal and eMPF Mobile App</li> </ul>
Format	Online
Language	Cantonese
Registration	<p>Interested parties shall register via <a href="https://zoom.us/webinar/register/WN_qTmTmchMTu2CY5O9oC2LUw">https://zoom.us/webinar/register/WN_qTmTmchMTu2CY5O9oC2LUw</a> on or before 7 June 2024</p> 

Date and Time	28 June 2024 3:00-5:00pm
Seminar Contents	<ul style="list-style-type: none"> <li>• Introduction of eMPF</li> <li>• Important date and required actions from Employers</li> <li>• eMPF registration and user login activation</li> <li>• Walkthrough of functionalities of eMPF Web Portal and eMPF Mobile App</li> </ul>
Format	Online
Language	Cantonese
Registration	<p>Interested parties shall register via <a href="https://zoom.us/webinar/register/WN_xAFmnWidQb6UFmMhYp9twQ">https://zoom.us/webinar/register/WN_xAFmnWidQb6UFmMhYp9twQ</a> on or before 21 June 2024</p> 

Date and Time	12 July 2024 3:00-5:00pm
Seminar Contents	<ul style="list-style-type: none"> <li>• Introduction of eMPF</li> <li>• Important date and required actions from Employers</li> <li>• eMPF registration and user login activation</li> <li>• Walkthrough of functionalities of eMPF Web Portal and eMPF Mobile App</li> </ul>
Format	Online
Language	Mandarin

Registration	Interested parties shall register via <a href="https://zoom.us/webinar/register/WN_Y_aHHSuSSj2gxxPYvZtJkw">https://zoom.us/webinar/register/WN_Y_aHHSuSSj2gxxPYvZtJkw</a> on or before 5 July 2024	
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Date and Time	19 July 2024 3:00-5:00pm	
Seminar Contents	<ul style="list-style-type: none"> <li>• Introduction of eMPF</li> <li>• Important date and required actions from Employers</li> <li>• eMPF registration and user login activation</li> <li>• Walkthrough of functionalities of eMPF Web Portal and eMPF Mobile App</li> </ul>	
Format	Online	
Language	English	
Registration	Interested parties shall register via <a href="https://zoom.us/webinar/register/WN_71e9FFnZRB5KIfmpCRdlg">https://zoom.us/webinar/register/WN_71e9FFnZRB5KIfmpCRdlg</a> on or before 12 July 2024	

Members' session (including employees, self-employed persons, TVC Account holders, personal account holders and Smart Easy Personal Contribution Account holders)

Date and Time	19 June 2024 3:00-5:00pm	
Seminar Contents	<ul style="list-style-type: none"> <li>• Introduction of eMPF</li> <li>• Important date and required actions from Members</li> <li>• eMPF registration and user login activation</li> <li>• Walkthrough of functionalities of eMPF Web Portal and eMPF Mobile App</li> </ul>	
Format	Online	
Language	Cantonese	
Registration	Interested parties shall register via <a href="https://zoom.us/webinar/register/WN_RstpbesQReS3O6XIQf2Rg">https://zoom.us/webinar/register/WN_RstpbesQReS3O6XIQf2Rg</a> on or before 12 June 2024	

Date and Time	1 August 2024 3:00-5:00pm
Seminar Contents	<ul style="list-style-type: none"> <li>• Introduction of eMPF</li> <li>• Important date and required actions from Members</li> <li>• eMPF registration and user login activation</li> <li>• Walkthrough of functionalities of eMPF Web Portal and eMPF Mobile App</li> </ul>
Format	Online
Language	Cantonese
Registration	<p>Interested parties shall register via <a href="https://zoom.us/webinar/register/WN_CR9w_vr3QQaBXJRq1eXk5A">https://zoom.us/webinar/register/WN_CR9w_vr3QQaBXJRq1eXk5A</a> on or before 25 July 2024</p> 

Date and Time	13 August 2024 3:00-5:00pm
Seminar Contents	<ul style="list-style-type: none"> <li>• Introduction of eMPF</li> <li>• Important date and required actions from Members</li> <li>• eMPF registration and user login activation</li> <li>• Walkthrough of functionalities of eMPF Web Portal and eMPF Mobile App</li> </ul>
Format	Online
Language	Cantonese
Registration	<p>Interested parties shall register via <a href="https://zoom.us/webinar/register/WN_0WwkhLKwROeenuJNYqiWmw">https://zoom.us/webinar/register/WN_0WwkhLKwROeenuJNYqiWmw</a> on or before 6 August 2024</p> 

Date and Time	26 August 2024 3:00-5:00pm
Seminar Contents	<ul style="list-style-type: none"> <li>• Introduction of eMPF</li> <li>• Important date and required actions from Members</li> <li>• eMPF registration and user login activation</li> <li>• Walkthrough of functionalities of eMPF Web Portal and eMPF Mobile App</li> </ul>
Format	Online
Language	Mandarin
Registration	Interested parties shall register via

	<a href="https://zoom.us/webinar/register/WN_Jt9m6hxBRPqxVBQElvsbMw">https://zoom.us/webinar/register/WN_Jt9m6hxBRPqxVBQElvsbMw</a> on or before 19 August 2024	
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Date and Time	4 September 2024 3:00-5:00pm	
Seminar Contents	<ul style="list-style-type: none"> <li>• Introduction of eMPF</li> <li>• Important date and required actions from Members</li> <li>• eMPF registration and user login activation</li> <li>• Walkthrough of functionalities of eMPF Web Portal and eMPF Mobile App</li> </ul>	
Format	Online	
Language	English	
Registration	Interested parties shall register via <a href="https://zoom.us/webinar/register/WN_FGe7OgZyS3u35W_QQUG4WA">https://zoom.us/webinar/register/WN_FGe7OgZyS3u35W_QQUG4WA</a> on or before 28 August 2024	

Should you have any queries, please feel free to contact China Life Trustees Limited at our Hotline 3999 5555.

#### 7. **eMPF Customer Service Hotline, eMPF Service Centre and eMPF Kiosk Arrangement upon Onboarding**

With effect from the Onboarding Date, Employers and Members of China Life Scheme, who wish to obtain more information relating to eMPF, such as make enquiries relating to MPF scheme administration, seek assistance in using the eMPF Web Portal or eMPF Mobile App, etc., can call eMPF Customer Service Hotline at 183 2622 or visit eMPF Service Centres. The followings are the locations of eMPF Service Centres:

Hong Kong Island : Unit 601B, 6/F, Dah Sing Financial Centre, No.248 Queen's Road East, Wanchai, Hong Kong

Kowloon : Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon

New Territories : Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories

Service Hours : Monday to Friday 9:00 am to 6:00 pm  
Saturday 9:00 am to 1:00 pm  
Closed on Sunday and Public Holidays

Furthermore, you may use eMPF Kiosks to submit your MPF instructions. The following are the locations of eMPF Kiosks:

Inside eMPF Service Centres

Hong Kong Island : Unit 601B, 6/F, Dah Sing Financial Centre, No.248  
Queen's Road East, Wanchai, Hong Kong  
Kowloon : Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77  
Mody Road, Tsim Sha Tsui East, Kowloon  
New Territories : Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung  
Uk Road, Tsuen Wan, New Territories

Operating hours of kiosks in eMPF Service Centres .:

Monday to Friday 9:00 am to 6:00 pm  
Saturday 9:00 am to 1:00 pm  
Closed on Sunday and Public Holidays

Operating hours of kiosks in other retail shops, you can scan the QR code:



For the detailed location of eMPF Kiosk, you can scan the QR code or visit eMPF website at [eMPF.org.hk/contact/en](http://eMPF.org.hk/contact/en) for details.



Prior to the Onboarding Date, Employers and Members should continue to contact us, China Life Trustees Limited.

After the Onboarding Date, as regards enquiries and information other than in relation to scheme administration services, such as fund-specific and trustee-specific enquiries and information, Employers and Members can contact China

Life Trustees Limited at our Hotline 3999 5555.

A “Do & Don’t List After Onboarding” is attached as appendix to this notice for Employers and Members reference.

China Life Trustees Limited

22 May 2024

This is a computer printout and no signature is required.

## Appendix

Employers and Members of China Life Scheme must register with eMPF Platform to enjoy all the new features and functions from 29 July 2024.

From 29 July 2024 onwards, Employers and Members must comply with the following:

	Dos	DON'Ts
<b>Submission of digital instruction</b>	<p>Employers to submit their instructions via:</p> <p style="text-align: center;">eMPF Web Portal:</p> <div style="text-align: center;">  </div> <p style="text-align: center;"><a href="http://eMPF.org.hk/er/login/en">eMPF.org.hk/er/login/en</a></p> <p style="text-align: center;">eMPF Mobile App:</p> <div style="text-align: center;">  </div> <p>Members to submit their instructions via:</p> <p style="text-align: center;">eMPF WebPortal:</p> <div style="text-align: center;">  </div> <p style="text-align: center;"><a href="http://eMPF.org.hk/login/en">eMPF.org.hk/login/en</a></p> <p style="text-align: center;">eMPF Mobile App:</p> <div style="text-align: center;">  </div>	<p>Do not send the digital instructions to the original channels offered by China Life Trustees Limited</p>

<p><b>Submission of paper instruction forms</b></p>	<p>Mailing address:</p> <p>PO Box 98929 Tsim Sha Tsui Post Office</p> <p>eMPF Service Centres:</p> <p>Addresses:</p> <p>Hong Kong Island: Unit 601B, 6/F, Dah Sing Financial Centre, No.248 Queen's Road East, Wanchai, Hong Kong</p> <p>Kowloon: Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon</p> <p>New Territories: Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories.</p> <p>Service hours:</p> <p>Monday to Friday 9:00 am to 6:00 pm Saturday 9:00 am to 1:00 pm Closed on Sunday and Public Holidays</p> <p>Email address (not applicable to application that approved trustee</p>	<p>Do not send paper instructions to the original channels offered by China Life Trustees Limited</p>
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	<p>requires certified true copy of supporting document): forms@support.empf.org.hk</p> <p>Fax number (not applicable to application that approved trustee requires certified true copy of supporting document):</p> <p>3197 2988</p>	
<p><b>Using the correct paper instruction forms</b></p>	<p>All to use the correct version of eMPF paper instruction forms, which you can obtain from eMPF Service Centres or download from:</p> <p>eMPF.org.hk/forms/en</p>	<p>Do not use China Life Trustee Limited's existing administration forms.</p> <p>From 29 September 2024 onwards, eMPF Platform will reject all China Life Trustee Limited's existing administration forms.</p>
<p><b>Making enquiry in relation to the MPF administration (e.g. the progress of your instruction, MPF account's administration, usage of eMPF Web Portal or eMPF Mobile App, etc.)</b></p>	<p>eMPF Customer Service Hotline 183 2622</p> <p>Service hours : Monday to Friday 9:00 am to 7:00 pm Saturday 9:00 am to 1:00 pm Closed on Sunday and Public Holidays</p>	<p>Do not call hotline of China Life Trustees Limited in relation to the MPF account's administration</p> <p>Hotline of China Life Trustees Limited will continue to operate for enquiries other than scheme administration services</p>