

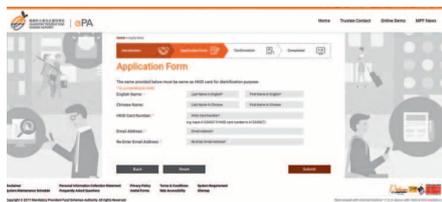
How to Use the MPF “e-Enquiry of Personal Account” Service

Consolidating multiple MPF accounts is one of the best ways to enhance the management efficiency of MPF. However, what can members do if they can't remember how many personal accounts they possess? In the past, members could fill out an application form and send the completed form together with a copy of their identification documents to the MPFA by post or fax. They could also make the enquiry in person in the MPFA's office. Upon receiving the enquiry, the MPFA would inform the enquirer of the names of the trustees he/she has an account with. However, as the MPFA does not keep a record of members' account numbers, when members hear back from the MPFA, they have to contact the trustees personally regarding the enquiries. To make the information request more convenient, the MPFA has recently launched a new “e-Enquiry of Personal Account” (ePA) service that only requires members to complete a simple registration procedure.

To register or use the ePA service, please visit <https://epa.mpfa.org.hk>. Members can follow the following three simple steps to complete the registration:

Step one: online application

Holders of a Hong Kong identity card can fill in the application form on the MPFA's ePA website or use the Mobile app (MPFA ePA) to apply for the ePA service. This step only requires members to provide simple personal information and can generally be completed in a few minutes.



Step two: identity verification

To protect the personal information of MPF scheme members, after finishing the online application the member must present his/her Hong Kong identity card in person

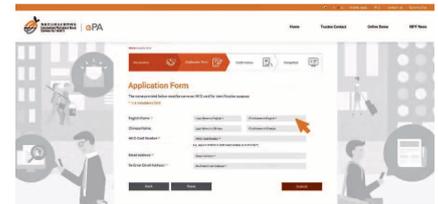
at any MPFA office and provide the reference application number to complete the identity verification procedure.

Step three: login ID and password

Upon completion of the verification procedure, MPFA staff will provide the login ID and password for accessing the ePA to the scheme member via email.

Login ID cannot be changed

Users need to set a username when they log in for the first time. Usernames already taken by other users cannot be re-used, and once



set up, the username cannot be changed. In addition, users also need to set a password and select the email language when they first log in. Afterwards, they can click on the “Submit” button to complete the account setting.

When a member has successfully registered as a user, he/she can not only access information and download reports about his/her personal account, but also read messages sent by the MPFA, including MPF news.

ePA represents a quicker and more convenient way for MPF scheme members to access



information and reports about their MPF personal accounts any time they want. The aforementioned registration procedure is really simple; it is also a one-off procedure, meaning that the service can be used permanently upon successful registration – giving members yet another reason to make better use of this great tool. ■