恒生銀行
HANG SENG BANK

HANG SENG MPF

Member Service Guide

Important notes

- The Hang Seng Mandatory Provident Fund – SuperTrust Plus is a mandatory provident fund scheme.
- You should consider your own risk tolerance level and financial circumstances before making any investment choices or investing in the MPF Default Investment Strategy (the 'DIS'). You should note that the DIS Constituent Funds, namely, the Core Accumulation Fund and the Age 65 Plus Fund, the DIS or a certain Constituent Fund may not be suitable for you. There may be a risk mismatch between the DIS Constituent Funds or a certain Constituent Fund and your risk profile (the resulting portfolio risk may be greater than your risk preference). When you are in doubt as to whether the DIS or a certain Constituent Fund is suitable for you (including whether it is consistent with your investment objectives), you should seek financial and/or professional advice. You should make the investment decision most suitable for you taking into account your circumstances.
- You should note that the implementation of the DIS may have an impact on your MPF investments and accrued benefits. We recommend that you consult with the Trustee if you have doubts on how you are being affected.
- The Guaranteed Fund invests solely in an approved pooled investment fund ('APIF') in the form of an insurance policy provided by HSBC Life (International) Limited. The guarantee is also given by HSBC Life (International) Limited. Your investments in the Guaranteed Fund, if any, are therefore subject to the credit risks of HSBC Life (International) Limited. Please refer to section 4 'Risks' of the MPF Scheme Brochure for details of the credit risk.
- The guarantee in the Guaranteed Fund only applies under certain conditions. Please refer to subsection 3.4.3(f) 'Guarantee features' of the MPF Scheme Brochure for details of the guarantee features (including in the context of payment of accrued benefits in instalments) and the 'Guarantee Conditions'.
- MPF Benefits, AVC Benefits and TVC Benefits are payable on a Member's 65th birthday or on early retirement on or after reaching age 60. The accrued benefits can be paid in one lump sum or in instalments, at the Member's election. The accrued benefits can be paid in such form and on such terms and conditions as the Trustee may, to the extent not prohibited by the MPF Ordinance or General Regulation, prescribe. Please refer to subsection 6.7(c) 'Payment of MPF Benefits, AVC Benefits and TVC Benefits' of the MPF Scheme Brochure for details.
- You should not invest based on the information shown on this document alone and should read the MPF Scheme Brochure.
- Investment involves risks. Past performance is not indicative of future performance. The value of financial instruments, in particular stocks and shares, and any income from such financial instruments, may go down as well as up. For further details including the product features and risks involved, please refer to the MPF Scheme Brochure.
- Important – if you are in doubt about the meaning or effect of the contents of the MPF Scheme Brochure, you should seek independent professional advice.

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Basic Information of MPF

Coverage

If you're an employee or a self-employed person (SEP) and aged between 18 and 65, you're required to join an MPF scheme unless you're an exempt person.

Employees are those who are i) employed for 60 days or more under a continuous contract of employment, or ii) employed as a casual employee in construction or catering industries and employed on a day-to-day basis or for a short-term fixed period of less than 60 days.

SEP is a sole proprietor, a partner in a business, or someone who works for himself/herself and is not employed as an employee by another party.

Personal accounts are for you to keep your accrued benefits derived from former employment or self-employment. You can transfer your accrued benefits to a personal account of your choice when you cease employment or self-employment.

Exempt persons include:

- domestic employees
- self-employed licensed hawkers
- people covered by statutory pension or provident fund schemes, such as civil servants and subsidised or grant school teachers
- members of occupational retirement schemes which are granted exemption certificates
- non-permanent residents from overseas who enter Hong Kong for employment for not more than 13 months, or who are covered by overseas retirement schemes
- employees of the European Union Office of the European Commission in Hong Kong

Relevant income refers to all monetary payments paid or payable by your employer to you as an employee, including wages, salary, leave pay, fees, commissions, bonuses, gratuities, perquisites or allowances, but excluding long service payments or severance payments under the Employment Ordinance.

Mandatory contributions

If you're an employee, your employer must enrol you to an MPF scheme within first 60 days of the employment with you and contribute 5% of your relevant income per month subject to the maximum level of relevant income and you're required to match the portion unless your relevant income is below the minimum level of relevant income. Under the MPF legislation, the contribution day is on the 10th day of every month if you're a monthly-paid employee. Your employer will deduct your contributions from your payroll and pay with the employer's contributions on or before the contribution day.

For SEP, you're required to contribute 5% of your relevant income subject to the minimum and maximum relevant income level, refer to page 17 for details.

Voluntary contributions

In addition to mandatory contributions, you can consider making Tax Deductible Voluntary Contributions (TVC) or Flexi-contributions to save for your retirement goal. If you're an employee, you can make voluntary contributions through your employer by deducting from your salary.

1. Welcome to Hang Seng MPF

Whether you're an employee, a self-employed person, a personal account or a TVC account holder, Hang Seng MPF can help you with your retirement investment.

We offer a wide range of constituent funds covering different risk levels, providing local and overseas investment opportunities that cater for different market situations and suit your investment needs. Our comprehensive services allow you to have lots of ways to manage your MPF anytime, anywhere with ease, including MPF Specialists, by phone or online.

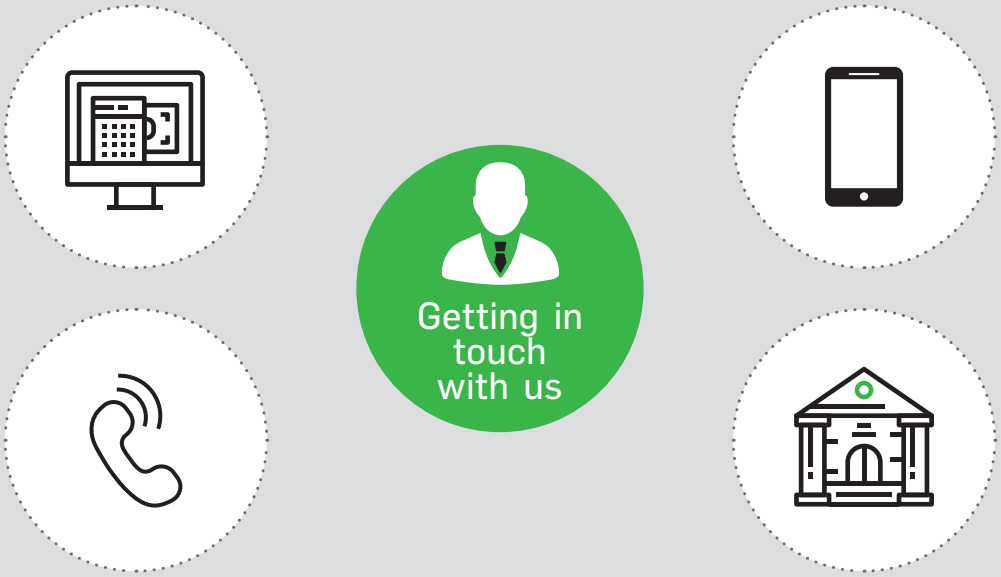
Your questions answered

You'll find answers to common questions in this guide, like how to manage your MPF account(s) and consolidate MPF account(s).

To learn more, you can contact us via different channels:

visit the Hang Seng MPF website **hangseng.com/empf**

access **Hang Seng Personal Banking** mobile app



call our Hang Seng MPF Service Hotline on **(852) 2213 2213**

Talk to our MPF specialists in **designated Hang Seng Bank branches**. Call Hang Seng MPF Service Hotline or visit our website hangseng.com/empf to get the list of the designated branches with MPF specialists stationed or with MPF appointment service.

TIPS

With effect from 29 January 2026, the Hang Seng Mandatory Provident Fund – SuperTrust Plus (the 'SuperTrust Plus') has been onboarded to the eMPF Platform, and the administration of the SuperTrust Plus will be transitioned from HSBC Provident Fund Trustee (Hong Kong) Limited and/or its administrator to the eMPF Platform Company Limited. For questions related to scheme administrative services, please contact the eMPF Platform at (852) 3197 2834.

2. Managing your account(s), your way

TIPS

Your Hang Seng MPF balance is included as part of the 'Total Relationship Balance', and this would help you get closer to Hang Seng Prestige Banking or Hang Seng Preferred Banking account.

Managing MPF – at a glance

	Hang Seng Personal e-Banking or MPF website	Hang Seng MPF Service Hotline (852) 2213 2213	Hang Seng Personal Banking mobile app	Account statements	MPF Specialists stationed in designated Hang Seng Bank branches
Account service (open or consolidate MPF personal accounts, make voluntary contributions, etc.*)		✓			✓
Check account and fund balance	✓		✓	✓	✓
Check account return	✓		✓		✓
Check contribution history	✓ (For the latest 24 months only)		✓ (For the latest 12 months only)		✓
Check transaction history	✓ (For the latest 24 months only)		✓ (For the latest 12 months only)		✓
Check the latest unit prices and fund cumulative performance	✓	✓	✓		✓
Check fund information	✓	✓	✓		✓

* The instruction will be sent to the eMPF Platform for their processing. The processing timeline shall be counted from the date eMPF Platform having received the instruction form(s).

Hang Seng Personal e-Banking

If you're already using Hang Seng Personal e-Banking (hangseng.com/e-Banking), just use the same login credentials to manage your MPF account(s). Your MPF account(s) will be linked automatically using the document number provided during registration (for example HKID card or passport). Simply use the same login and password to access and manage both your MPF account(s) and bank account(s).

What you'll find on Hang Seng Personal e-Banking:

- **Account balance**
- **Transaction History**
- **Account return since inception**
- **Fund Performance**
- **Projection on MPF Benefits** up to age 65

Hang Seng Personal Banking mobile app

If you are already a registered Hang Seng Personal Banking mobile app user, you can view your account details such as balance, return, fund performance as well as transaction history anytime, anywhere.

Hang Seng MPF Service Hotline

For product or marketing related enquiries, you can speak to our customer service representative between 8:30am and 7:30pm on Mondays to Fridays, and 8:30am to 1:00pm on Saturdays, except public holidays.

Account statements

Statements of integrated account: If you're a Hang Seng Bank integrated account holder, your MPF account balance is included in your consolidated monthly statement, unless your account is a joint account.

MPF specialist in designated Hang Seng Bank branches

Visit one of our designated branches to speak to a stationed MPF specialist in person.

We also provide MPF appointment service in some other designated branches to assist members in MPF account opening± and personal account consolidation.

Call Hang Seng MPF Service Hotline (852) 2213 2213 or visit our website hangseng.com/empf to get the list of the designated branches with MPF specialists stationed or with MPF appointment service.

± Including Tax Deductible Voluntary Contributions account and personal account

TIPS

For managing your portfolio and investments, or keeping your contact details up to date, as well as questions related to scheme administrative services, please contact the eMPF Platform.

3. Choosing the constituent funds that suit you

Choosing your first investments

When you first join a Hang Seng MPF scheme, you need to make your first investment choice.

All the investment choices on the scheme can be found on the MPF Scheme Brochure of our MPF scheme, which you can download from our website. You'll need to tell us what percentage of contributions you want to invest in each constituent fund by contribution types of mandatory and voluntary contributions (if applicable), in whole percentage, for example 50% not 50.5%. If the total doesn't add up to 100%, or if you leave this section blank, your contributions will be invested in the Default Investment Strategy (DIS) in accordance with the MPF regulations.

The DIS is a ready-made investment arrangement investing in two constituent funds, namely the Core Accumulation Fund and the Age 65 Plus Fund, that reduces the investment in higher risk assets as you get near to retirement age. It's mainly designed for those members who aren't interested or don't wish to make an investment choice. Or if you find it suitable for your circumstances, you can also invest fully or partially in the DIS with the automatic de-risking feature or invest in these two constituent funds as individual investment choices without de-risking feature and one or more constituent fund(s). You can find out more about the DIS on our website, or from the relevant MPF Scheme Brochure by scanning the QR code below.

MPF Scheme Brochure

Switching constituent funds

Things change, so it's a good idea to review your investments from time to time to check whether they're still right for you, or if they're still alongside with your lifestyle, you goals or your circumstances. You may develop a diversified portfolio by investing differently by contribution types and existing investments or new contributions. In addition, you may invest into the DIS and/or one or more constituent fund(s).

You can change your investment allocations on the eMPF Platform. You can make a fund switch or rebalance your existing accrued benefits, or you can change the investment mandate for your future contributions. For steps on how to do this, please refer to the eMPF Platform website.

4. Making voluntary contributions

Hang Seng MPF helps you prepare for tomorrow

You can choose to make additional voluntary contributions to supplement your retirement reserve on top of mandatory contributions and there're a few ways to do so.

1. Employee Voluntary Contributions (EEVC)	2. Hang Seng MPF Flexi-Contributions	3. Tax Deductible Voluntary Contributions (TVC)

Which voluntary contributions arrangement is suitable for you?

To decide which arrangement to enrol to, you may consider the characteristics of these three types of voluntary contribution accounts below and see which suits you the best.

	1. EEVC	2. Flexi-Contributions	3. TVC
Contribution method	Via employer payroll	Directly from you	Directly from you
Contribution frequency	Usually regularly	Flexible, monthly contribution from HKD300 or lump sum contribution from HKD1,000	Flexible, monthly contribution from HKD300 or lump sum contribution from HKD1,000
Tax-deductible	✘	✘	✓ From 2019/2020 tax assessment year
Withdrawal condition	Usually at termination of employment	Anytime, subject to minimum HKD5,000 per withdrawal and up to 12 times per scheme financial period	Same condition as MPF mandatory contributions, refer to page 16 for the conditions

How to open a voluntary contribution account?

For employees to make EEVC to the current employment contribution account, simply discuss with your employer for arrangement.

If you wish to open a Flexi-Contributions or a TVC account, you may simply:

1. talk to our MPF specialist in a designated Hang Seng Bank branch; or

2. call Hang Seng MPF Direct on (852) 2997 2838.

Get things started today and build for your ideal retirement!

Employee voluntary contributions, Flexi-Contributions and Tax Deductible Voluntary Contributions are accepted at the discretion of the Trustee. The Trustee reserves the absolute right not to accept any employee voluntary contributions, Flexi-Contributions and Tax Deductible Voluntary Contributions at any time.

5. Consolidating your accounts

Why consolidate your MPF personal accounts

You may get a new MPF personal account every time you move to a new employer. Managing multiple MPF accounts all separately can be a hassle. So you may want to **bring them all together in one place for easier management**.

Call our MPF service hotline or speak to our MPF specialists in designated Hang Seng Bank branches to get started.

To apply for an Hang Seng MPF Personal Account offline, submit the application form to the eMPF Platform. For more information and questions related to scheme administrative services, please contact the eMPF Platform.

Employee Choice Arrangement (ECA)

You can transfer your accrued benefits attributable to your own employee mandatory contributions made under your current employment (so for employee mandatory contributions only) to a personal account with Hang Seng MPF or any MPF scheme of your choice once every calendar year, that's 1 January to 31 December.

Besides, you may transfer your accrued benefits derived from the mandatory contributions from former employment(s) in your contribution account to a personal account or contribution account with Hang Seng MPF or any MPF scheme of your choice at any time.

If you want to transfer your MPF accrual benefits under ECA to a Hang Seng MPF Personal Account, you can submit your request to the eMPF Platform.

Point to note:

Even if you've exercised your transfer right under ECA, the new MPF contributions, including both employer and employee mandatory and voluntary contributions for subsequent contribution periods will continue to be made to the MPF scheme of your current employer's choice but not to the new scheme of your choice.

6. Changing your job

Letting us know

Your employer will report your job departure and make the last contribution to your MPF account. You can check whether they've done so by contacting the eMPF Platform.

What to do with your MPF accrued benefits

Generally, you need to **retain your accrued benefits** derived from mandatory contributions in an MPF account when you change jobs.

You can choose from the options below to transfer your accrued benefits when you've ceased employment:

to a Hang Seng MPF Personal Account

OR

to the MPF scheme arranged by your new employer

OR

to another MPF scheme of your choice

If we do not receive your instruction within **three months** of notification that you've ceased employment, your accrued benefits will be **automatically transferred to a personal account in the existing Hang Seng MPF scheme** as prescribed under the MPF legislation.

Your long service payment (LSP) or severance payment (SP)

The abolition of MPF offsetting arrangement took effect on 1 May 2025. After the abolition of MPF offsetting arrangement, employers can no longer use the accrued benefits of employers' mandatory contributions to offset the LSP or SP attributable to an employee's period of employment on or after 1 May 2025. The purpose of the abolition is to ensure that MPF benefits are preserved in full for employees' retirement, strengthening their overall retirement protection.

The abolition is not retrospective. For employees who were already employed before 1 May 2025, employers may still use the MPF accrued benefits derived from employer mandatory and voluntary contributions to offset the portion of LSP or SP payable attributable to the employment period before 1 May 2025.

TIPS

For details of the LSP/SP arrangement, please refer to the Labour Department's website.

7. Claiming your accrued benefits

You'd usually need to leave your mandatory contributions and TVC Benefits in the MPF account(s) until you're aged 65, but there're other times you can withdraw such benefits before then.

You or the claimant will need to fill out the relevant form and provide relevant supporting documents to the eMPF Platform to withdraw the MPF accrued benefits. For details, please refer to the eMPF Platform.

	Reason for withdrawing accrued benefits
When you retire	Normal retirement at age 65
	Early retirement between age 60 and 64
Other reasons	Permanent departure from Hong Kong SAR
	Total incapacity
	Terminal illness
	Small balance†
	Death

† If you wish to claim with the reason of small balance, you need to satisfy all of the following conditions: i) your total account balance is less than HKD5,000; ii) as at the date of the claim application, at least 12 months have elapsed since the contribution day in respect of the latest contribution period for which a mandatory contribution is required to be made to any registered scheme; iii) you don't have accrued benefits kept in any other registered scheme; and iv) you don't intend to be employed or self-employed.

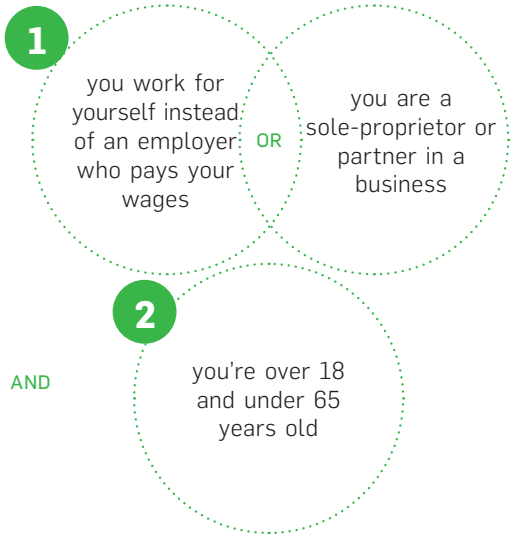
TIPS

If you withdraw your accrued benefits with the reason of early retirement or normal retirement, you can withdraw in one **lump sum or in instalments**.

8. Signing up as a self-employed person

Under MPF legislation, self-employed person (SEP) is required to enrol in an MPF scheme within 60 days of becoming self-employed and make contributions. The contribution is 5% of the relevant income subject to the maximum relevant income level. If the relevant income is below minimum relevant income level, no contribution is required but the SEPs still need to be enroled into an MPF scheme.

You're required to be enroled as a self-employed person if:



Self-employed persons have to open a self-employed person account on the eMPF Platform. Once you've enrolled, you must inform the eMPF Platform of the following details:

Your relevant income
You must let the eMPF Platform know of your relevant income for the next financial year of the scheme (1 July to 30 June) before 1 June each year.

+

Your chosen payment frequency and contributions
You can change how you make your contributions, and how frequently you make them for the next financial year of the scheme. But you must let the eMPF Platform know of the change before 1 June each year.

+

Any change to your circumstances
If you start working for someone else, you can choose to transfer your accrued benefits to an HSBC MPF Personal Account. You can also transfer them to your new employer's MPF scheme, or to another scheme of your choice.

The Mandatory Provident Fund Schemes Authority (MPFA) could impose fine and/or send you to prison if you fail to enrol in an MPF scheme, fail to pay mandatory contributions or fail to report cessation of self-employment.

TIPS

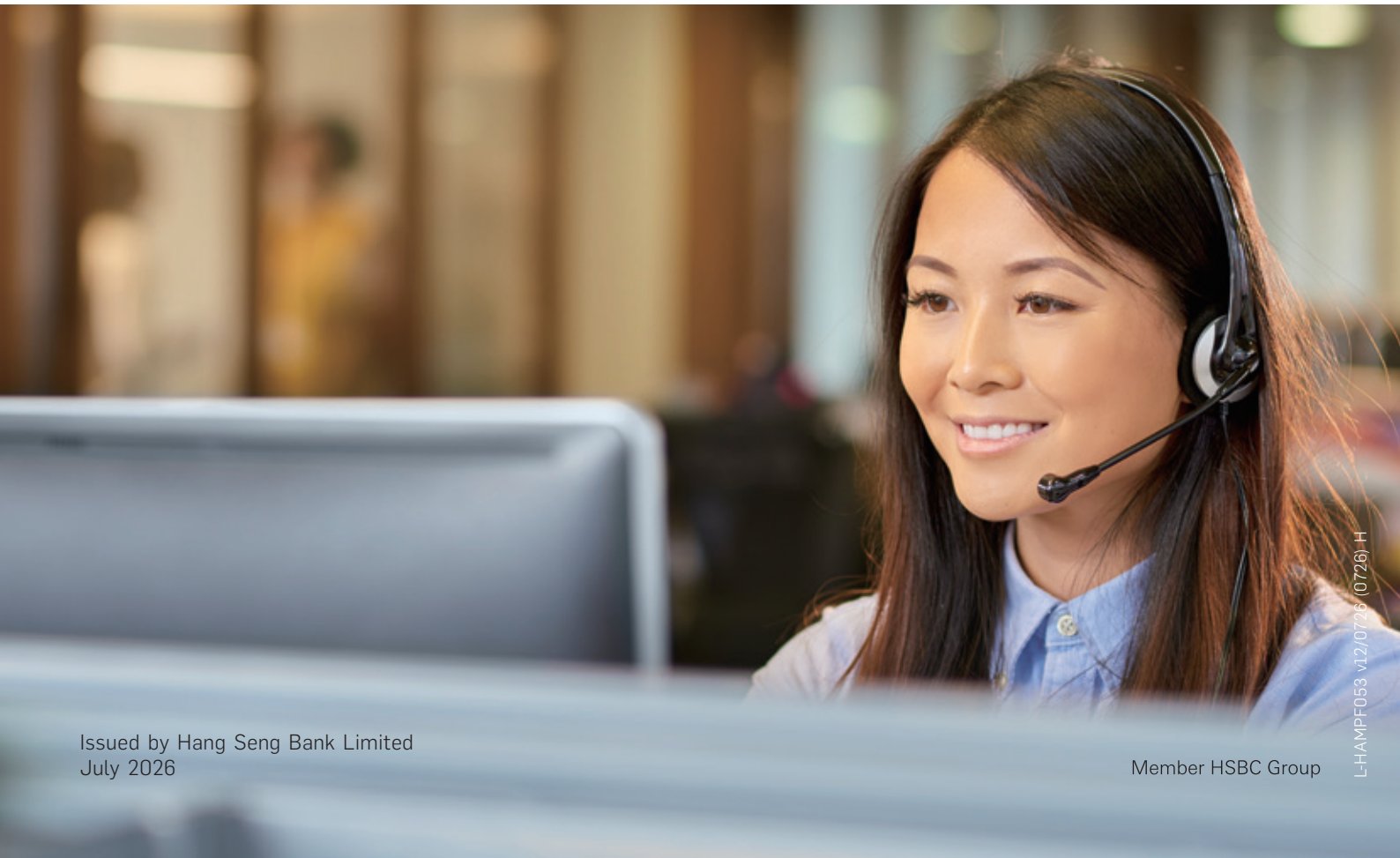
To enrol in Hang Seng Mandatory Provident Fund – SuperTrust Plus scheme as a self-employed individual, please read the MPF Scheme Brochure thoroughly.

Finding out more

For more information, call the Hang Seng MPF Service Hotline on **(852) 2213 2213**, speak to our MPF specialist in **designated Hang Seng Bank branches**, access **Hang Seng Personal Banking** mobile app or visit **hangseng.com/empf**.

Notes

- It is important that you read this publication in conjunction with the accompanying MPF Scheme Brochure which contains more detailed information about the Hang Seng Mandatory Provident Fund – SuperTrust Plus including information on the fund structure, risk involved, fee table and of our ability to alter these fees and charges in the future.
- The information contained in this publication is for reference only and the provisions of the Mandatory Provident Fund Schemes Ordinance , other applicable legislation/regulations and guidelines or announcements published by the Mandatory Provident Fund Schemes Authority shall prevail.
- Additional voluntary contributions, Flexi-Contributions and Tax Deductible Voluntary Contributions are accepted at the discretion of the Trustee. The Trustee reserves the absolute right not to accept any additional voluntary contributions, Flexi-Contributions and Tax Deductible Voluntary Contributions at any time.



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