

Sun Life Rainbow MPF Scheme

Online Pension Services Centre - Guide for Members

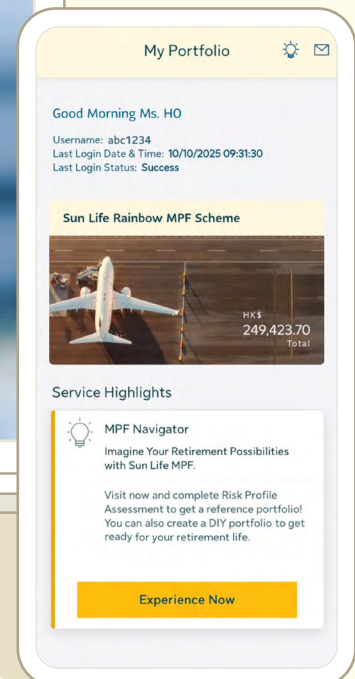
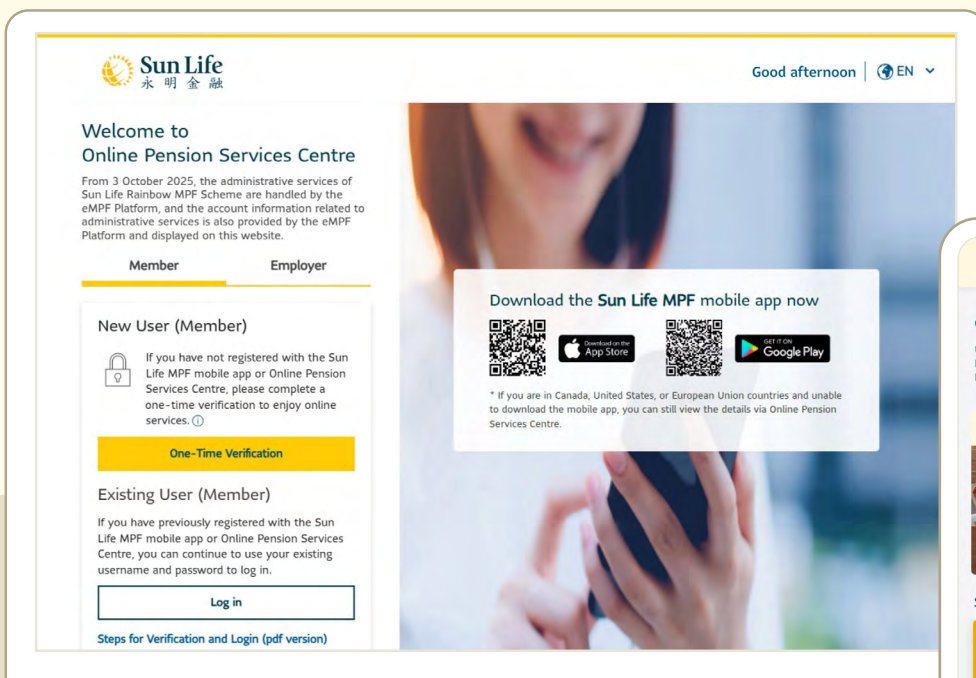


Getting Started

Whenever and Wherever, Always Be There for You

Online Pension Services Centre

Welcome to Online Pension Services Centre! Want to enjoy hassle-free MPF account management? Our online portal, Online Pension Services Centre, partners with you to make your MPF experience quick and convenient. Follow this step-by-step guide to see just how simple it is.

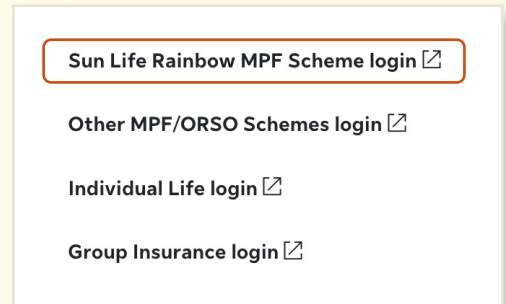
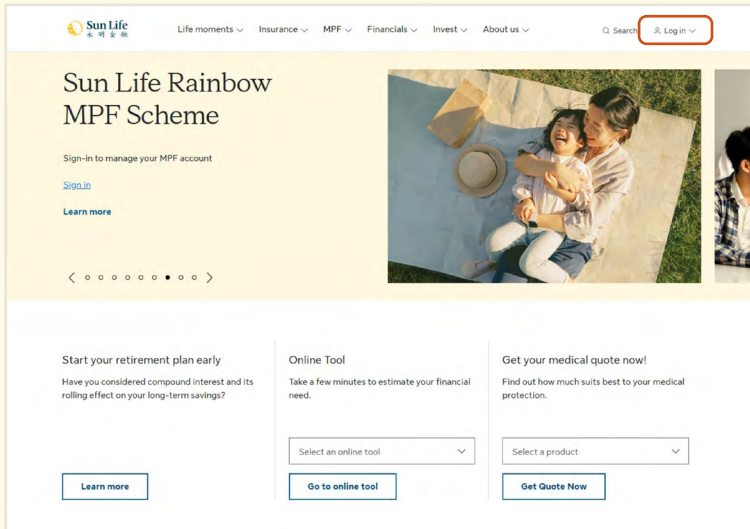


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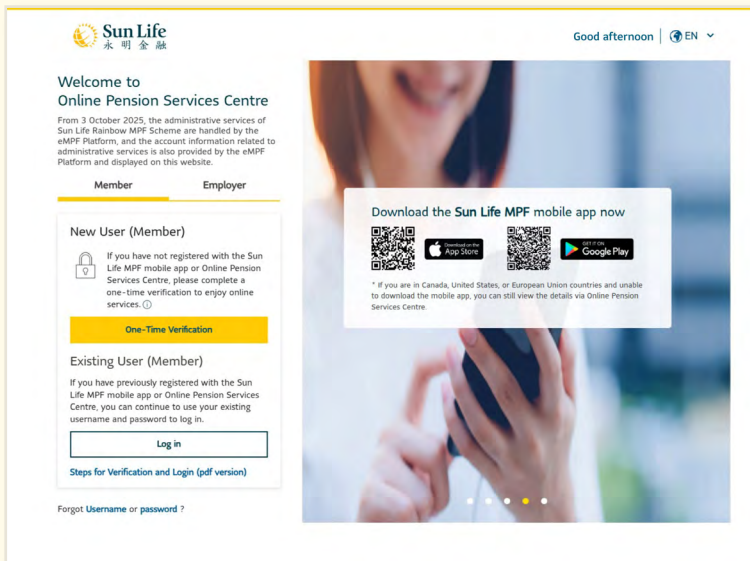
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1 Visit Online Pension Services Centre

1. Visit Sun Life Hong Kong's homepage www.sunlife.com.hk.
2. Select [Log in](#) in the navigation bar → select **"Sun Life Rainbow MPF Scheme login"**.



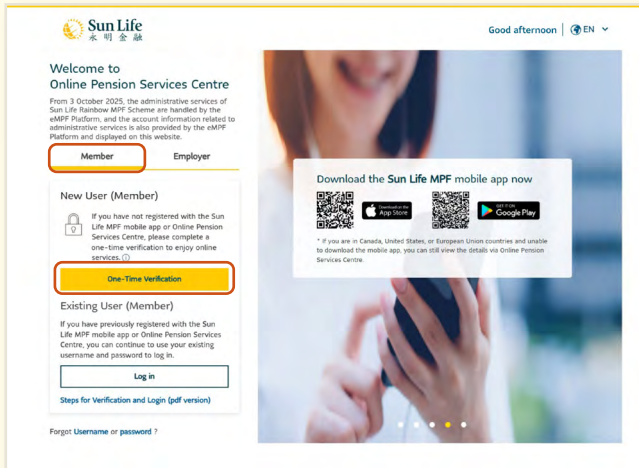
3. You have landed to the **Online Pension Services Centre!**



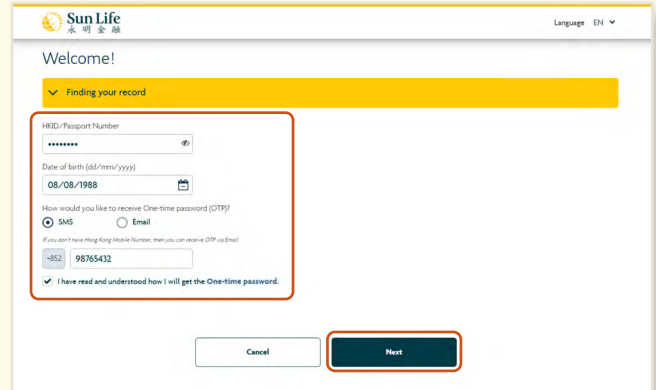
2 One-Time Verification

For first time users or existing users who have not completed one-time verification, please follow the steps below to complete it. If you have already completed the verification, please log in directly.

1. Select **"Member"** at the login page →
Select **"One-Time Verification"**.

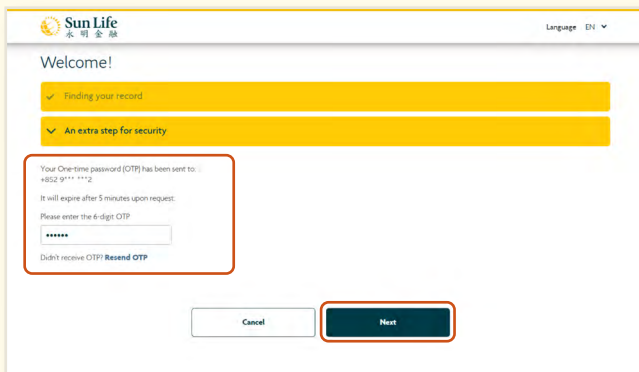


2. Input your **HKID/passport number** and **date of birth** with your **registered mobile no./e-mail** for receiving One-time password (OTP) →
Select **Next**.



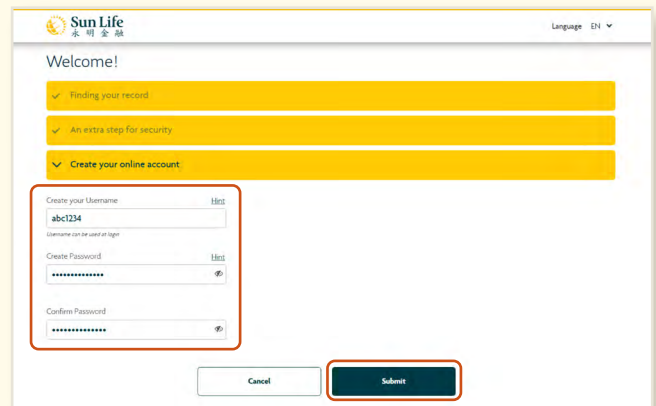
Remarks: Your registered mobile no. or email must be the same as your record on the eMPF Platform, otherwise you are not able to register the online service. If you have just finished eMPF registration or recently updated your registered mobile no./email on the eMPF Platform, please allow **at least 48 hours** for system data synchronization. Afterwards, you can proceed with the one-time verification.

3. You will receive your **One-time password (OTP)** via SMS/e-mail. Enter the **6-digit OTP** →
Select **Next**.



Remarks: To secure your personal information, the OTP will expire after 5 minutes upon request. Please select **"Resend OTP"** if necessary.

4. Create your **username and password** →
Confirm password → Select **Submit**.



Tips: You can read the **"Hint"** for the requirements of setting a new username or password.

Congratulations! Your registration has completed.

3 Login and Logout

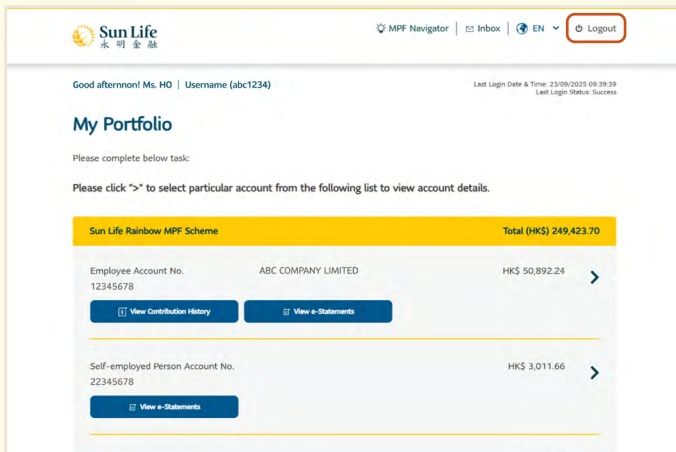
Almost there! Once you have finished the one-time verification, you'll be on the way to enjoy our online services.

Login

1. Go to [Online Pension Services Centre](#) → select **"Member"**.
2. Select **"Log in"** → Input your **username** and **password**.
3. Check the **"Remember me"** box if you want to keep your login details in your device for simpler and faster future login.
4. Select **Sign in** , that's it!



Remarks: If you have forgotten your username or password, you can select **"Forgot Username/Password"**, then receive a one-time password to retrieve your username or reset your password.



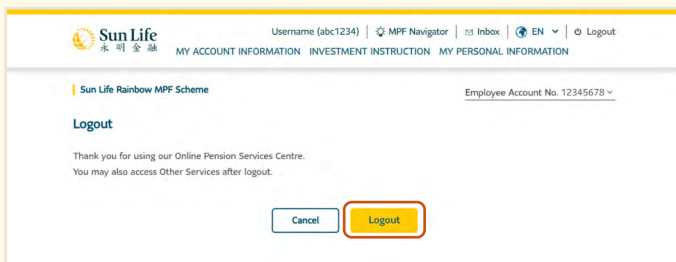
Logout

Please log out after visiting the [Online Pension Services Centre](#).

1. Click **"Logout"** in the navigation bar.



Tips: Log out when you've finished - especially in case of a shared device!



2. Select **Logout** if you are sure to log out.



Remarks: To protect your account information, you will be automatically signed out after being idled for 15 minutes.

4 View Your Portfolio



Tips: You may have more than one MPF account under **Sun Life Rainbow MPF Scheme**. You can view your overall portfolio under the scheme at a glance.

1. For those who have more than one account, you will be directly landed to the **My Portfolio** page after logging in.
2. Select **>** to view particular account details.

Sun Life Rainbow MPF Scheme		Total (HK\$) 249,423.70
Employee Account No. 12345678	ABC COMPANY LIMITED	HK\$ 50,892.24
View Contribution History View e-Statements		>
Self-employed Person Account No. 22345678		HK\$ 3,011.66
View e-Statements		>



Tips: You can always click the icon **">"** for more details.



Tips: Select **View Contribution History** or **View e-Statements** under each account to quickly enter the page.

3. You can always go back to **My Portfolio** by selecting **"HOME"** in the navigation bar.

ACCOUNT BALANCE	NET CONTRIBUTIONS & NET TRANSFER-IN	ACCOUNT GAIN/(LOSS)
HK\$ 33,999.97	HK\$ 50,892.24	HK\$ 3,107.73
Balance as at 16/09/2025	Since inception of the account	Since inception of the account

My MPF Account Portfolio

- 75.647% - SUN LIFE MPF CONSERVATIVE FUND (CLASS-A) - CRCPF
- 24.353% - SUN LIFE MPF GLOBAL LOW CARBON INDEX FUND - SLMGL



Tips: You can also switch between accounts by selecting the **Account No.** drop-down menu.

5 View Inbox

You will be updated with all important information through inbox messages, such as our latest offers and monthly fund performance summary, etc.

1. After logging in, select “inbox” at the top right to view new messages.

The screenshot shows the Sun Life MPF Navigator dashboard. At the top, there is a navigation bar with 'MPF Navigator', 'Inbox', 'EN', and 'Logout'. Below the navigation bar, the user's name 'Ms. HO' and 'Username (abc1234)' are displayed. The main content area is titled 'Sun Life Rainbow MPF Scheme' and 'My MPF Accounts'. It features a summary table with three columns: 'ACCOUNT BALANCE' (HK\$ 53,999.97), 'NET CONTRIBUTIONS & NET TRANSFER-IN' (HK\$ 50,892.24), and 'ACCOUNT GAIN(LOSS)' (HK\$ 3,107.73). Below the table is a 'My MPF Account Portfolio' section with a donut chart showing two funds: 'SUN LIFE MPF CONSERVATIVE FUND (CLASS-A) - CRCPF' at 75.647% and 'SUN LIFE MPF GLOBAL LOW CARBON INDEX FUND - SLHGL' at 24.353%.



Remarks: The messages in your inbox will only be **stored for two years** and will be automatically removed thereafter.



Tips: When you receive new messages, **a red dot** will appear on the inbox icon after logging in.

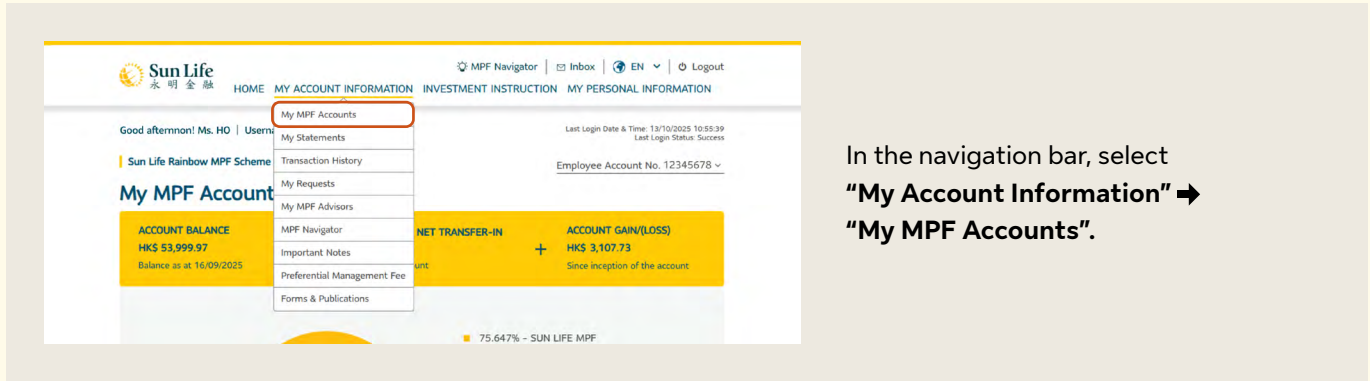
2. Click on the message that you want to view.

The screenshot shows the Sun Life MPF Navigator inbox page. The navigation bar at the top includes 'MPF Navigator', 'Inbox', 'EN', and 'Logout'. The main content area is titled 'Inbox' and displays a list of messages. The messages are listed with their subject lines and dates. The first message is 'Need help with eMPF registration? Visit Sun Life Member eMPF Registration Booth - Visit Sun Life's dedicated Member...' dated 05/09/2025. The second message is 'Before onboarding to eMPF: What members should know - Sun Life Rainbow MPF Scheme will be onboarded to the e...' dated 01/09/2025. The third message is 'Sun Life MPF is targeting to onboard eMPF Platform on 3 October 2025 - Sun Life Rainbow MPF Scheme is targeting L...' dated 05/08/2025. The fourth message is 'MPF Navigator "Reference Portfolio" update is ready, check out now! - The latest quarterly update to the MPF Navigato...' dated 28/07/2025. The fifth message is 'Sun Life eMPF webinars - New series now open for registration! - Sun Life Rainbow MPF Scheme is targeting to onboa...' dated 14/07/2025. The sixth message is 'New in MPF Navigator, Easy Switch today! - Since the launch of MPF Navigator earlier this year, we've been working tr...' dated 10/07/2025. The seventh message is 'May 2025 Fund Performance for Sun Life Rainbow MPF Scheme (as of 31 May 2025) is now published! - Please downlo...' dated 25/06/2025. The eighth message is 'Apr 2025 Fund Performance for Sun Life Rainbow MPF Scheme (as of 30 Apr 2025) is now published! - Please downloa...' dated 21/05/2025. The ninth message is 'MPF Navigator "Reference Portfolio" update is ready, check out now! - The latest quarterly update to the MPF Navigato...' dated 14/05/2025. The tenth message is 'Sun Life supports your journey towards eMPF - Sun Life Rainbow MPF Scheme is tentatively scheduled to join the eMP...' dated 13/05/2025. At the bottom of the list, there is a pagination control showing '1 2 Next'.

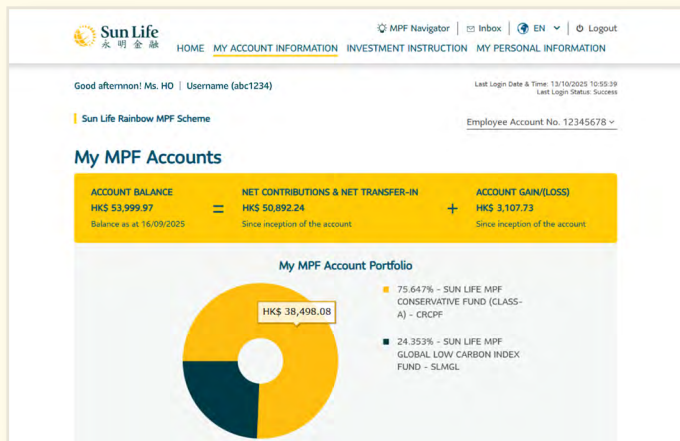
6 My Account Information


6.1 My Account Information - My MPF Accounts


After logging in, if you have only one account, you will be directly landed to the **My MPF Accounts** page. Here you can check your account balance, gain/(loss), MPF account portfolio and account details.




My MPF Accounts Pie Chart



 **Tips:** You can mouse-over on the pie chart to view **fund balance**.


 **Important:** All data are provided by the eMPF Platform and may not reflect real-time data.


My MPF Account Details

1. Scroll down in the **My MPF Accounts** page.
2. In the **My MPF Account Details**, select  to view details.



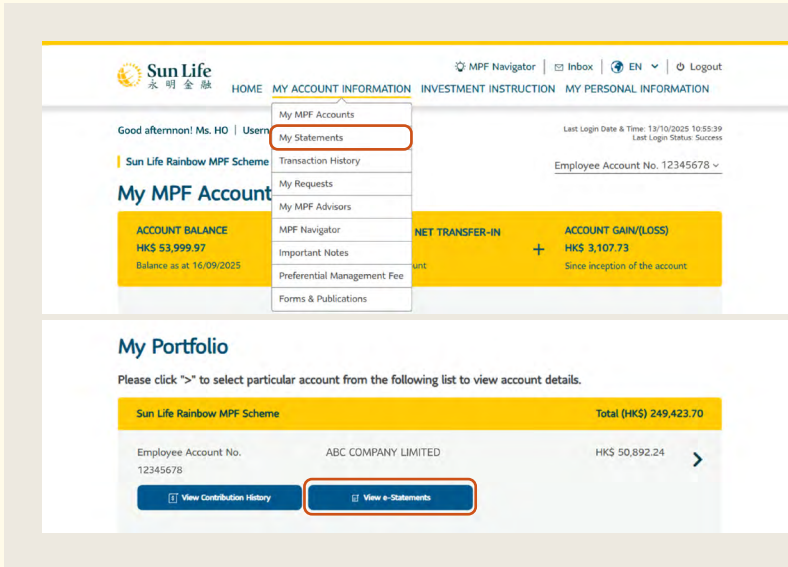
Fund Name	Fund Code	Unit Price (HK\$)	Total Number of Units	Employer's Mandat Contribution Balance (HK\$)
SUN LIFE MPF CONSERVATIVE FUND (CLASS-A)	CRCPF	1.2310	31,273.8250	20,572.68
SUN LIFE MPF GLOBAL LOW CARBON INDEX FUND	SLMGL	0.8951	13,846.6782	6,197.08
Account Balance (HK\$)				26,769.76
Vested Balance (HK\$)				26,769.76
Vested Percentage (%)				100.000%

 **Tips:** You can view details of your MPF account at **"My MPF Account Details"**, including unit price, total no. of units, asset balance by contribution types, asset allocation and balance by constituent fund.

 **Tips:** You can find the details of the **MPF advisor** responsible for this account at the bottom of this page (if applicable). For details, please refer to page 11 of the guide.

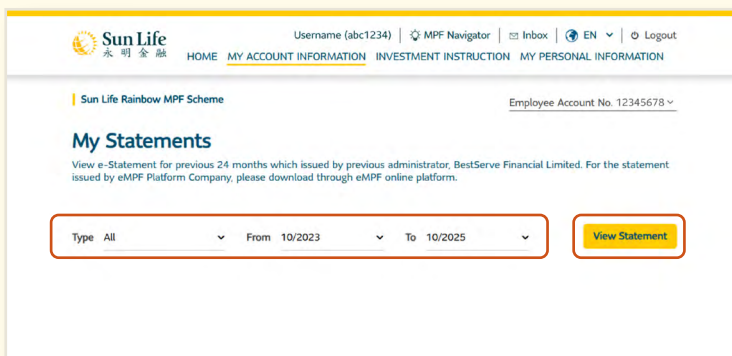
6.2 My Account Information - My Statements

In the **My Statements** page, you can now view and download your digital statements in the most eco-friendly and convenient way.



In the navigation bar, select **"My Account Information"** → **"My Statements"** or select **"View e-Statements"** on My Portfolio.

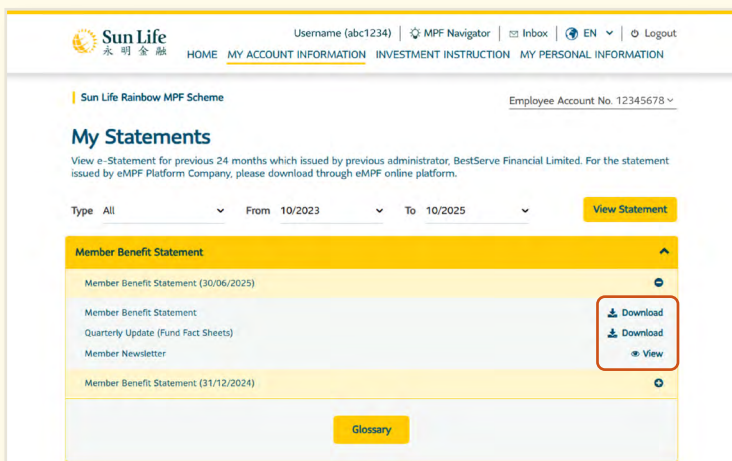
1. Choose the **type and period** of the statement → Select **View Statement**.



Remarks: Do you know what kind of statement you can view here?

- Member Benefit Statement
- Contribution
- Enrolment and Account Management
- Switching
- Asset Transfer-In/Out
- Miscellaneous

2. You can now **download and view** your **e-statement and letters** sorted by statement type.



Tips: Here you can view your e-Statements for the **previous 24 months issued by the former administrator BestServe Financial Limited**. For statements issued by eMPF Platform Company, please refer to the eMPF Platform for details.

6.3 My Account Information - Transaction History

You can view your transaction history, e.g. regular contribution, transfer in/out asset and bonus rebate released, in the past 24 months to clearly keep track of what transaction you have done.

The screenshot shows the Sun Life MPF account dashboard. In the navigation bar, 'MY ACCOUNT INFORMATION' is selected, and a dropdown menu is open with 'Transaction History' highlighted. Below the navigation bar, the 'My MPF Account' section shows an account balance of HK\$ 53,999.97 and a net transfer-in of HK\$ 3,107.73. The 'My Portfolio' section shows a total of HK\$ 249,423.70 and provides buttons for 'View Contribution History' and 'View e-Statements'.

In the navigation bar, select **“My Account Information”** → **“Transaction History”** or select **“View Contribution History”** on My Portfolio.

1. Select ▼ to view each transaction detail.

The screenshot shows the 'Transaction History' page for the Sun Life Rainbow MPF Scheme. It displays a table of 'Regular Contribution' records for the past 24 months. The table has columns for Contribution Period, Employer's Mandatory Contribution Account (HK\$), Member's Mandatory Contribution Account (HK\$), Employer's Voluntary Contribution Account (HK\$), Member's Voluntary Contribution Account (HK\$), and Total Amount (HK\$). The first three rows show a total amount of 3,000.00 HK\$ each. A red box highlights the dropdown arrow in the 'Total Amount' column for the first row.

Contribution Period from <dd/mm/yyyy> to <dd/mm/yyyy>	Employer's Mandatory Contribution Account (HK\$)	Member's Mandatory Contribution Account (HK\$)	Employer's Voluntary Contribution Account (HK\$)	Member's Voluntary Contribution Account (HK\$)	Total Amount (HK\$)
01/06/2024 To 30/06/2024	1,500.00	1,500.00	0.00	0.00	3,000.00
01/05/2024 To 31/05/2024	1,500.00	1,500.00	0.00	0.00	3,000.00
01/04/2024 To 30/04/2024	1,500.00	1,500.00	0.00	0.00	3,000.00



The screenshot shows the detailed view of a transaction from the previous table. It displays the 'Dealing Date' as 11/07/2024 and a table of fund investments. The table has columns for Fund Name, Fund Code, No. of Units, and Unit Price (HK\$). Two funds are listed: SUN LIFE MPF GLOBAL LOW CARBON INDEX FUND (SLMGL) and SUN LIFE MPF HONG KONG EQUITY FUND (CLASS-A) (CRHKE).

Fund Name	Fund Code	No. of Units	Unit Price (HK\$)
SUN LIFE MPF GLOBAL LOW CARBON INDEX FUND	SLMGL	1,273.4526	1.1779
SUN LIFE MPF HONG KONG EQUITY FUND (CLASS-A)	CRHKE	303.8466	4.9367

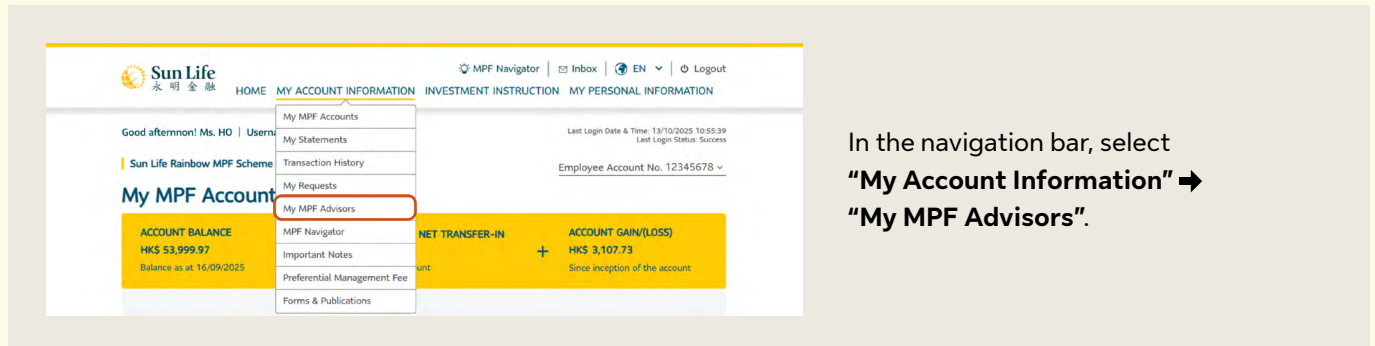


Remarks: Do you know there can be different transactions in your MPF account?

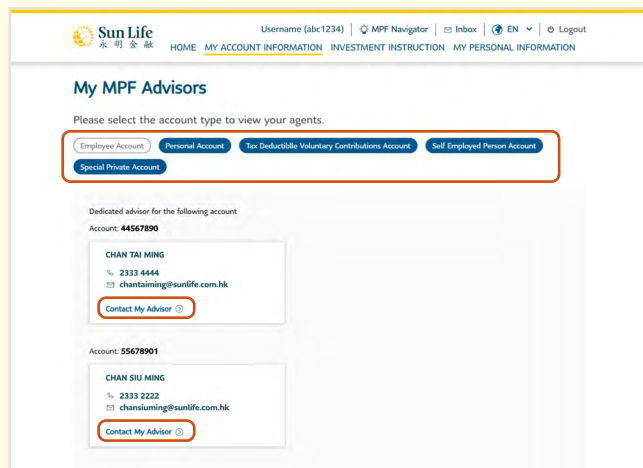
- Regular Contribution
- Bonus Rebate Released
- Dividend
- Contribution Surcharge
- Withdrawal Details
- Transfer-in Asset
- Transfer-out Asset
- Employee Choice Transfer-in Asset

6.5 My Account Information - My MPF Advisors (If applicable)

Our professional MPF advisor team is committed to helping you develop an investment portfolio and retirement plan that suit your needs, and plan wisely for your future together!



1. Here you can view the contact number and email address of **your dedicated MPF advisors**.

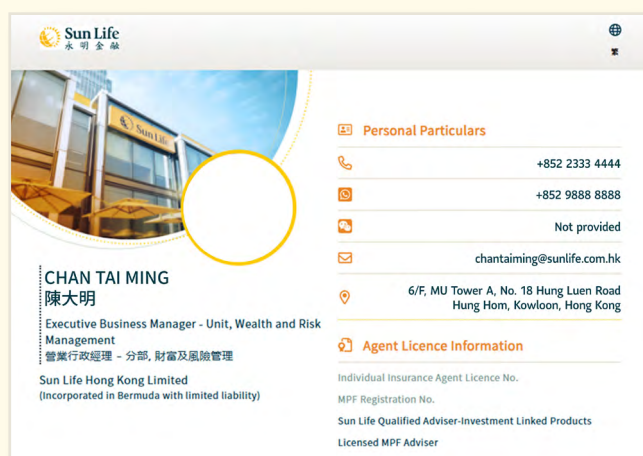


Remarks: This feature is only available for accounts that already have dedicated MPF advisors. We are more than happy to arrange a MPF advisor to follow up on your account, please feel free to contact us.



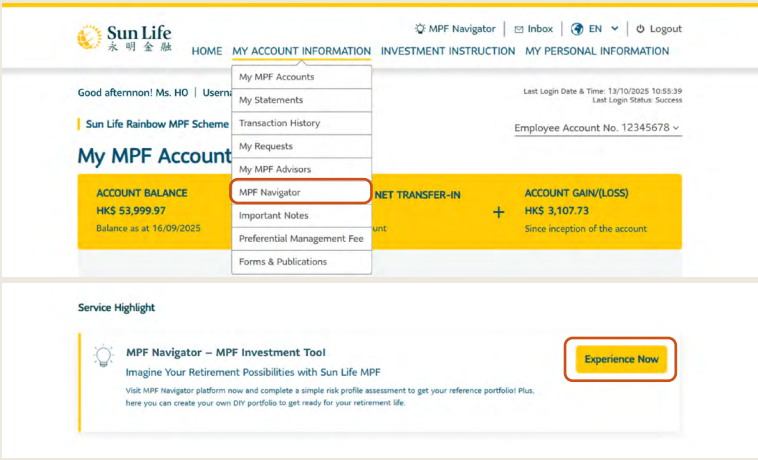
Tips: If you have more than one account, you may have more than one MPF advisors. You can **select the account type** to view your dedicated MPF advisor.

2. Select **"Contact My Advisor"** to see more details on your advisor.



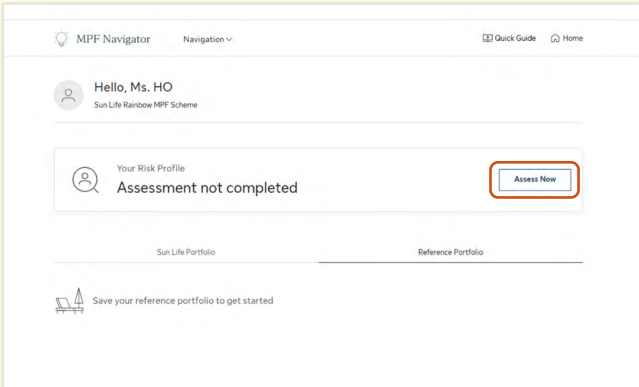
6.6 My Account Information - MPF Navigator

Start managing your MPF today! With the comprehensive, personalized and timely solution offered by the MPF investment tool **"MPF Navigator"**, we make it simple for you to manage your MPF.



In the navigation bar, select **"My Account Information"** → **"MPF Navigator"**. You can also click **"Experience Now"** under Service Highlight.

1. Read all the Important Notes, Disclaimer and Term of Use carefully, then select **"Agree and Continue"**.
2. You have entered the MPF Navigator platform. Select **"Assess Now"** to start your Risk Profile Assessment and get your Reference Portfolio now.





MPF Navigator


Hello, Ms. HO

Your Risk Profile Assessment not completed

Assess Now

 **Important:** Read the **"Important Notes"**, **"Disclaimer"** and **"Term of Use"** carefully before entering the MPF Navigator platform.

 **Tips:** Click on the **Quick Guide** at the top to watch the introductory video of MPF Navigator; or click on **Navigation** to access every tool you need quickly.

 **Remarks:** "MPF Navigator" (AQUMON platform) and its services are independently operated and provided by Magnum and are not related to Sun Life Hong Kong Limited or its affiliates ("Sun Life"). Any recommended portfolio(s) or information on the AQUMON platform is strictly for reference only. Investment involves risks and past performance is not indicative of future performance. Investment decision should not be solely based on fund performance. Other factors (e.g. fund's investment objective, fees and charges, fund risk level, service level) should also be considered. You should also consult your own independent legal, tax or financial advisor to seek professional advice, where necessary.

6.7 My Account Information – Preferential Management Fee (If applicable)

Members who enjoy preferential management fee can view all available funds and relevant information here on the [Online Pension Services Centre](#).

In the navigation bar, select **“My Account Information”** → **“Preferential Management Fee”**.

1. If you have more than one account, you can select the account(s) that enjoys the preferential management fee to view details.



Remarks: Preferential management fee is only applicable to particular members.

2. You will find **the standard management fees** and **the current preferential management fee** for each constituent fund in the list.

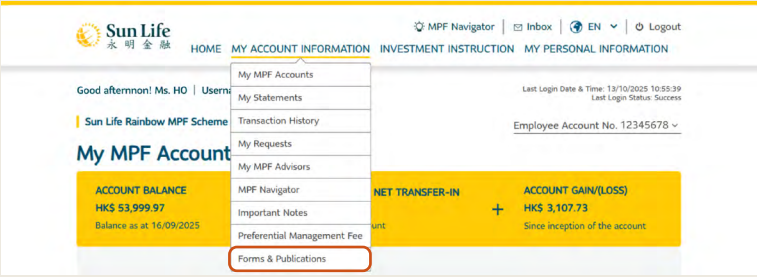
Fund	Standard Management Fee	Preferential Management Fee
SUN LIFE MPF HONG KONG DOLLAR BOND FUND (CLASS-B) - CRFG-B	1.398	0.990
SUN LIFE MPF RMB AND HKD FUND (CLASS-B) - SLRMB-B	1.173	0.990
SUN LIFE MPF GLOBAL BOND FUND (CLASS-B) - SLFGB-B	1.548	0.990
SUN LIFE MPF STABLE FUND (CLASS-B) - CRSIF-B	1.548	0.990
SUN LIFE MPF BALANCED FUND (CLASS-B) - CRBPF-B	1.548	0.990
SUN LIFE MPF GROWTH FUND (CLASS-B) - CRPGF-B	1.548	0.990
SUN LIFE MPF MULTI-SECTOR EQUITY FUND (CLASS-B) - SLIGE-B	1.578	0.990
SUN LIFE MPF ASIAN EQUITY FUND (CLASS-B) - SLRAE-B	1.693	0.990
SUN LIFE MPF GREATER CHINA EQUITY FUND (CLASS-B) - SLIHC-B	1.743	0.990
SUN LIFE MPF HONG KONG EQUITY FUND (CLASS-B) - CRHKE-B	1.548	0.990



Tips: Entitled members can enjoy the preferential management fee through bonus rebate. You can log in to [Online Pension Services Centre](#), select **“My Account Information”** → **“Transaction History”** to view the release history of bonus rebate.

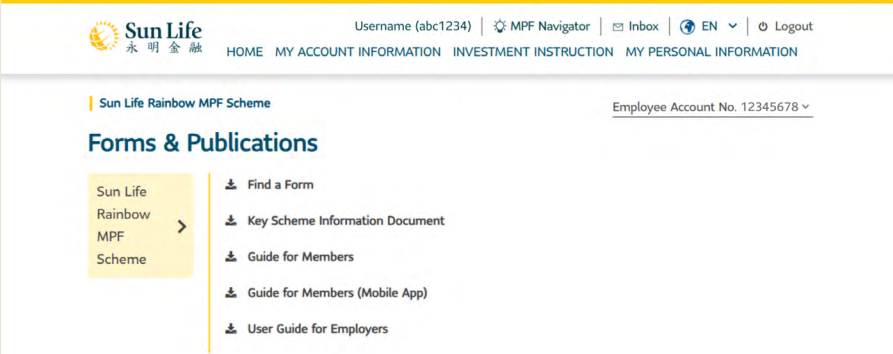
6.8 My Account Information - Forms and Publications

Having trouble finding the right forms? Don't worry! All our forms and publications are now just a click away!



In the navigation bar, select **"My Account Information"** → **"Forms and Publications"**.

1. You can find forms, Key Scheme Information Document and guides that you want to view here.



Forms & Publications

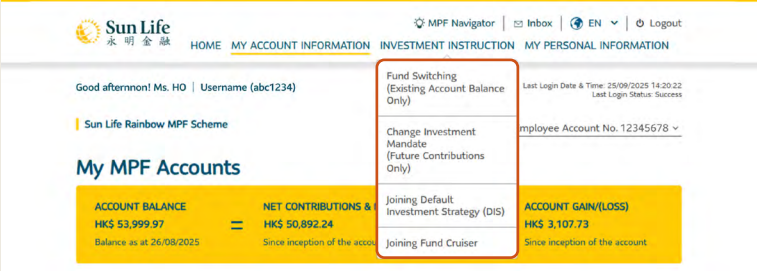
- Find a Form
- Key Scheme Information Document
- Guide for Members
- Guide for Members (Mobile App)
- User Guide for Employers



Tips: You can also find the guide for **Sun Life MPF App** here.

7 Investment Instruction (Submit through eMPF Platform)

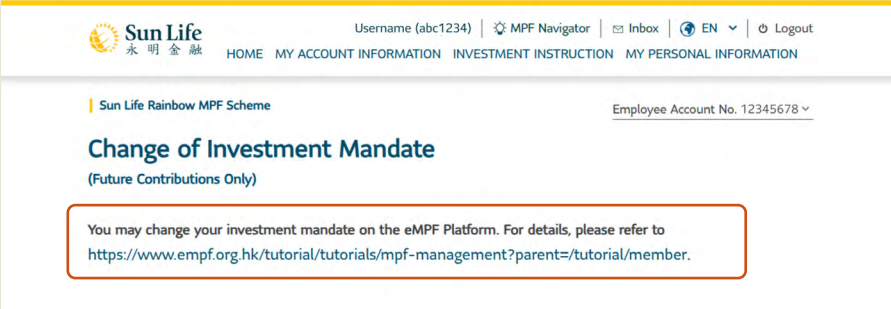
MPF is an investment, so we understand that you may want to change your existing constituent fund holdings from time to time, due to change in life stage, or simply got some investment insight.



The screenshot shows the Sun Life eMPF Platform dashboard. The navigation bar at the top includes 'HOME', 'MY ACCOUNT INFORMATION', 'INVESTMENT INSTRUCTION', and 'MY PERSONAL INFORMATION'. The 'INVESTMENT INSTRUCTION' menu is highlighted with a red box. Below the navigation bar, the user's name 'Good afternoon! Ms. HO | Username (abc1234)' is displayed. The main content area shows 'Sun Life Rainbow MPF Scheme' and 'My MPF Accounts' with a table of account balances and contributions. A red box highlights the 'Investment Instruction' menu options: 'Fund Switching (Existing Account Balance Only)', 'Change Investment Mandate (Future Contributions Only)', 'Joining Default Investment Strategy (DIS)', and 'Joining Fund Cruiser'.

In the navigation bar, select **"Investment Instruction"** →
Select the investment instructions you would like to make.

1. You should submit investment instructions through the eMPF Platform. Click the link on the page to view the tutorial provided by the eMPF Platform.



The screenshot shows the 'Change of Investment Mandate' page on the Sun Life eMPF Platform. The page title is 'Change of Investment Mandate (Future Contributions Only)'. A red box highlights a text box containing the following information: 'You may change your investment mandate on the eMPF Platform. For details, please refer to <https://www.empf.org.hk/tutorial/tutorials/mpf-management?parent=/tutorial/member>.'

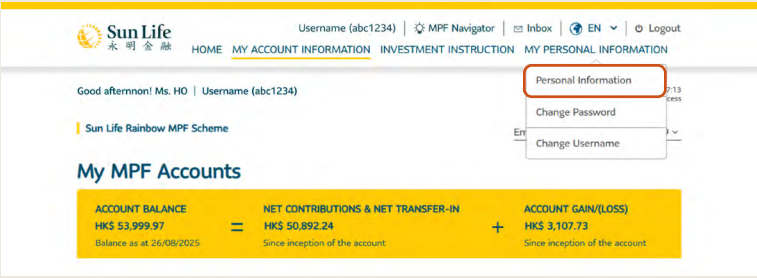


Tips: You may also [click here](https://www.empf.org.hk/tutorial/tutorials/mpf-management?parent=/tutorial/member) to view the tutorial for MPF investments provided by the eMPF Platform.

8 My Personal Information

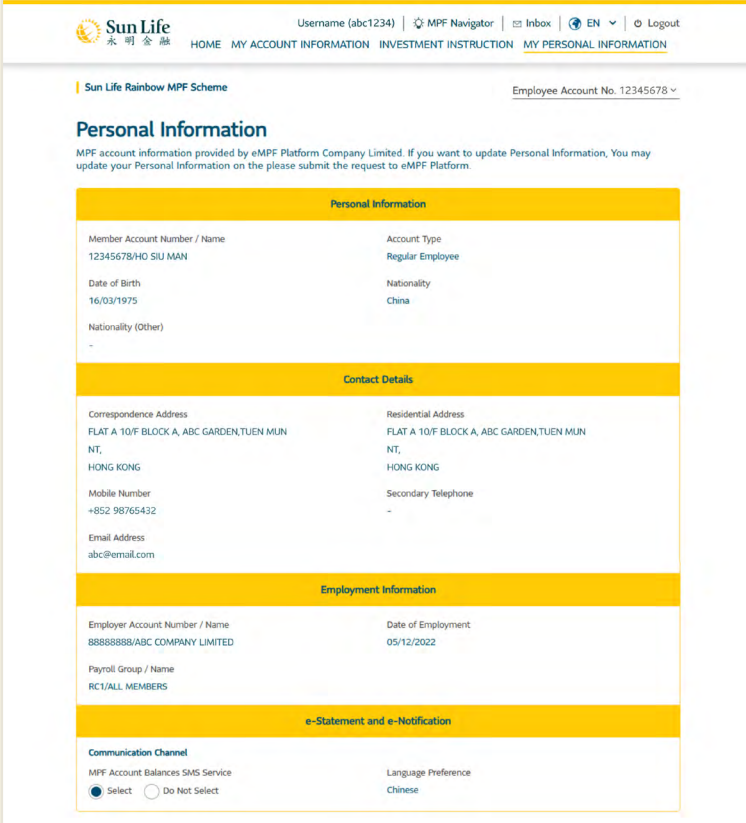
8.1 My Personal Information - View Personal Information

You can view your existing personal information in the My Personal Information page.



In the navigation bar, select "My Personal Information" → "Personal Information".

1. Here you can view your basic information, contact details and employment information, etc.



Personal Information

Member Account Number / Name 12345678/HO SIU MAN	Account Type Regular Employee
Date of Birth 16/03/1975	Nationality China
Nationality (Other) -	

Contact Details

Correspondence Address FLAT A 10/F BLOCK A, ABC GARDEN, TUEN MUN NT, HONG KONG	Residential Address FLAT A 10/F BLOCK A, ABC GARDEN, TUEN MUN NT, HONG KONG
Mobile Number +852 98765432	Secondary Telephone -
Email Address abc@email.com	

Employment Information

Employer Account Number / Name 8888888/ABC COMPANY LIMITED	Date of Employment 05/12/2022
Payroll Group / Name RC1/ALL MEMBERS	

e-Statement and e-Notification

Communication Channel

MPF Account Balances SMS Service <input checked="" type="radio"/> Select <input type="radio"/> Do Not Select	Language Preference Chinese
-----------------------------------------------------------------------------------------------------------------	--------------------------------



Tips: If you have any updates to your personal information, please visit the eMPF Platform to change your personal information. You can [click here](#) to view the tutorial for changing your personal information (except Self-Employed Persons) or [click here](#) to view the tutorial for Self-Employed Persons.



Remarks: If you have just updated your personal information on the eMPF Platform, please allow **at least 48 hours** for system data synchronization.

2. You can also change whether you would like to opt in **MPF Account Balances SMS Service** and whether you agree to **release member information to MPF intermediaries for MPF Servicing purpose** → Select **Submit** when finished.

e-Statement and e-Notification

Communication Channel

MPF Account Balances SMS Service Select Do Not Select

Language Preference
Chinese

Personal Information Collection Statement

Please read the Personal Information Collection Statement below before pressing the "Submit" button

I understand and consent that, any personal data collected by Sun Life Trustee Company Limited ("Trustee") (whether collected in this application form or otherwise) may be used by the Trustee for the following purposes: (i) processing this application and any other applications I make; (ii) enrolling me in the Scheme; (iii) administering and managing my contributions and accrued benefits under the Scheme; (iv) conducting customer surveys; (v) researching and designing financial, insurance or pensions products for customer use; (vi) selecting and participating in reward, loyalty or privileges program and related service for me; (vii) contacting me for the above purposes; (viii) purposes which are directly related to the above purposes; and (ix) complying with applicable laws, regulation or court order.

The Trustee may also use my contact details, demographic information, investment choices and accrued benefits to contact me with marketing information regarding the Scheme, including by phone calls, mail, email, SMS or any type of electronic message. The Trustee may not so use my data unless the Trustee have received my consent (which includes an indication of no objection). Tick the box below if I do not consent to receive

[READ MORE](#)

Consent on Direct Marketing

Yes

You may update your Consent on Direct Marketing on the eMPF Platform.

Releasing Member Information to MPF Intermediaries for MPF Servicing Purpose Agree Disagree

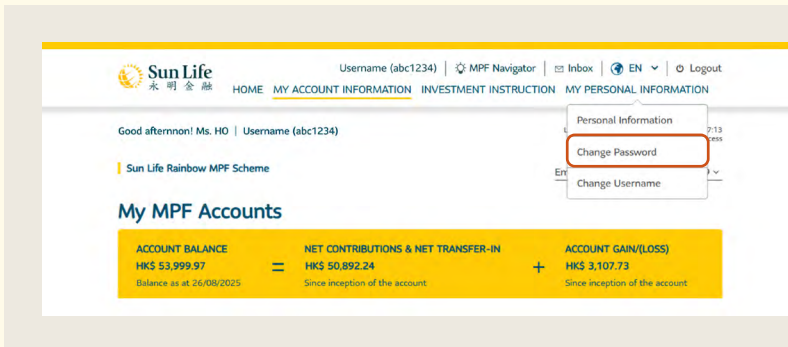
Submit



Important: If you wish to receive more comprehensive MPF services, you may select **agree to release member information to MPF intermediaries for MPF servicing purpose**. If you select agree, please read the **Declaration and Authorization** carefully before submitting the instruction.

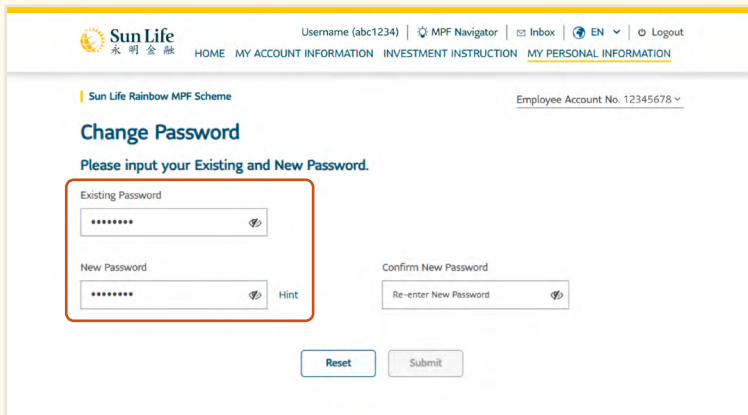
8.2 My Personal Information - Change Password and Username

Change Password



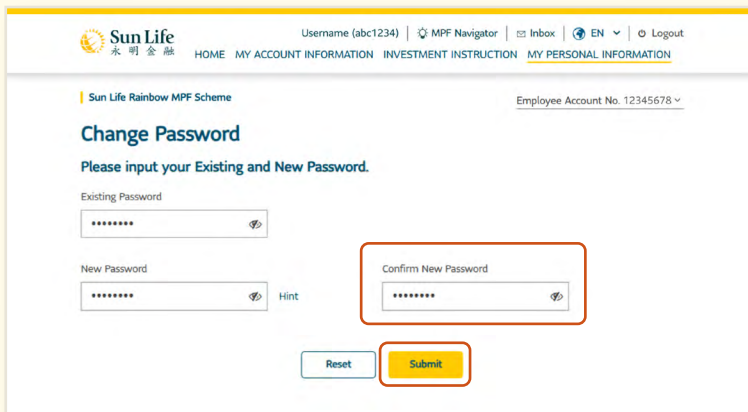
In the navigation bar, select **"My Personal Information"** → **"Change Password"**.

1. Input your **existing and new password**.

A screenshot of the Sun Life website's 'Change Password' form. The page title is 'Change Password' and it says 'Please input your Existing and New Password.'. There are three input fields: 'Existing Password', 'New Password', and 'Confirm New Password'. The 'Existing Password' and 'New Password' fields are highlighted with a red box. There is a 'Hint' link next to the 'New Password' field. Below the input fields are 'Reset' and 'Submit' buttons.

Tips: You can click **"Hint"** for the requirements of setting a new password.

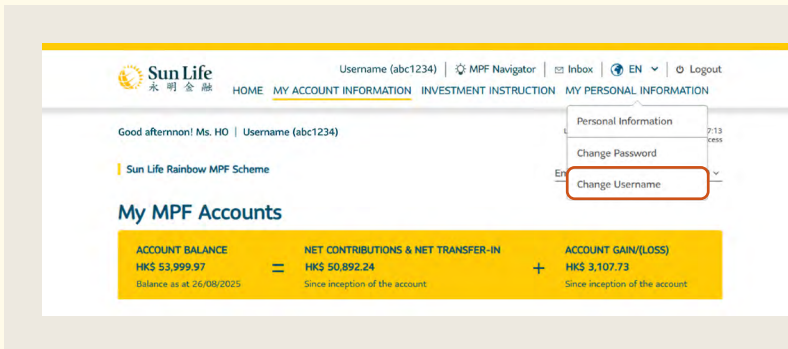
2. **Confirm new password** → Select **Submit** .

A screenshot of the Sun Life website's 'Change Password' form, similar to the previous one. In this view, the 'Confirm New Password' field and the 'Submit' button are highlighted with a red box. The 'Submit' button is yellow.

Password Requirements:

- 8 to 20 characters (with no space)
- At least 1 upper case alphabet
- At least 1 lower case alphabet
- Not accept Chinese character
- At least 1 number
- At least 1 of the following special symbols from !@#\$\$%^&*()+ -
- Password cannot be too similar to username
- Password cannot contain repeating characters

Change Username



In the navigation bar, select **“My Personal Information”** → **“Change Username”**.

1. Input your **existing and new username**.

A screenshot of the Sun Life 'Change Username' form. The form is titled 'Change Username' and includes the instruction 'Please input your Existing and New Username.' There are two input fields: 'Existing Username' and 'New Username'. The 'Existing Username' field contains the text 'Enter existing Username' and the 'New Username' field contains the text 'Enter New Username'. A 'Hint' button is located to the right of the 'New Username' field. Below the input fields are 'Reset' and 'Submit' buttons. The 'Existing Username' and 'New Username' fields are highlighted with a red rectangular box.

Tips: You can click **“Hint”** for the requirements of setting a new password.

2. Select **Submit**.

A screenshot of the Sun Life 'Change Username' form. The form is titled 'Change Username' and includes the instruction 'Please input your Existing and New Username.' There are two input fields: 'Existing Username' and 'New Username'. The 'Existing Username' field contains the text 'abc1234' and the 'New Username' field contains the text 'abc12345'. A 'Hint' button is located to the right of the 'New Username' field. Below the input fields are 'Reset' and 'Submit' buttons. The 'Submit' button is highlighted with a red rectangular box.

Username Requirements:

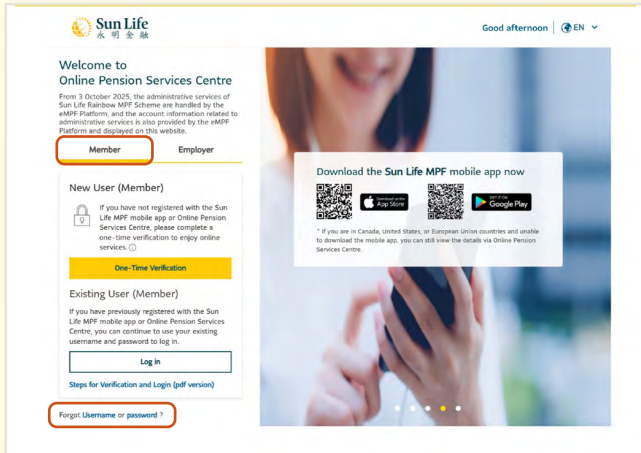
- 6 to 20 characters (with no space)
- Not accept Chinese character
- At least 1 alphabet
- At least 1 number
- No special symbols

9 Forgot Username or Password

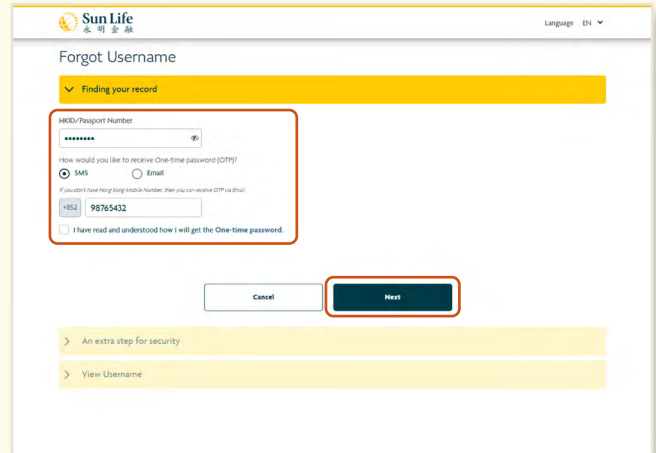
If you have forgotten your username or password, now you can easily retrieve your username or reset a new password by using one-time password.

9.1 Forgot Username or Password - Forgot Username

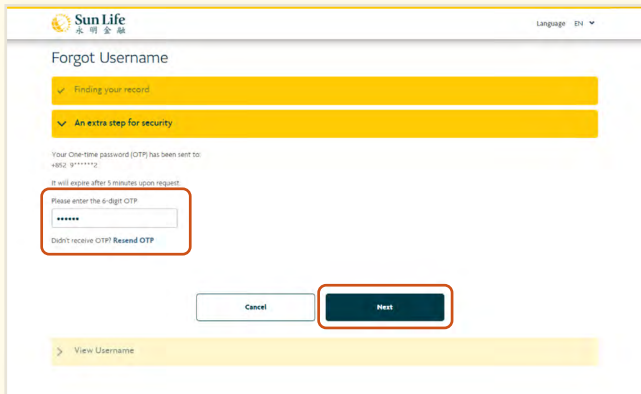
1. Select **"Member"** on the login page →
Select **"Forgot Username or password?"** →
Select **"I forgot my username"** on the next page.



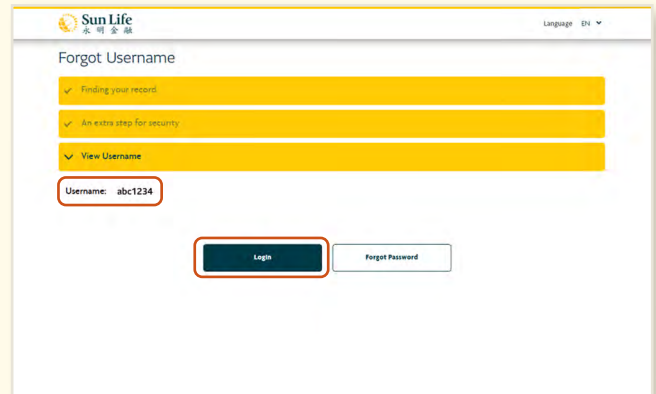
2. Input your **HKID/passport number** with your **registered mobile no./e-mail** for receiving **One-time password (OTP)** → Select **Next**.



3. Your OTP will be sent to your mobile/e-mail. Enter the **6-digit OTP** → Select **Next**.



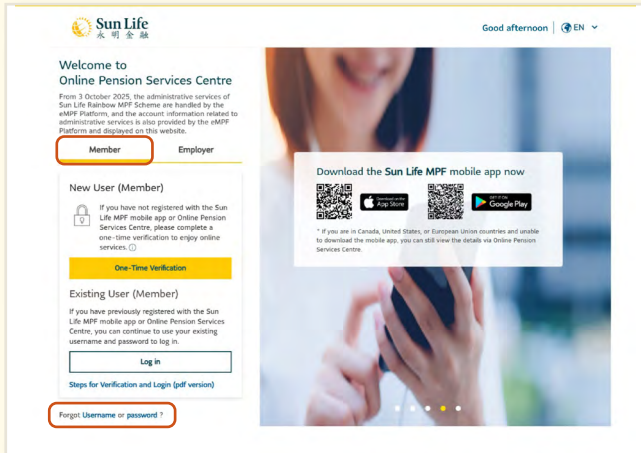
4. Your username will appear on the page →
Select **Login** to log in.



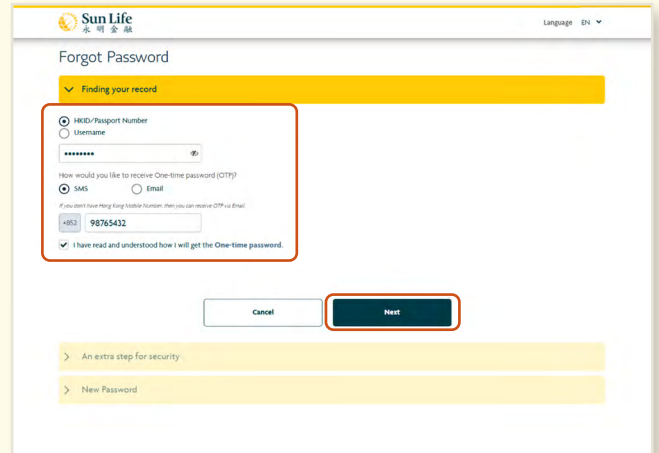
Tips: Please make sure the HKID number that you input **includes all letters and numbers** (do not need to input brackets) e.g. A1234567.

9.2 Forgot Username or Password - Forgot Password

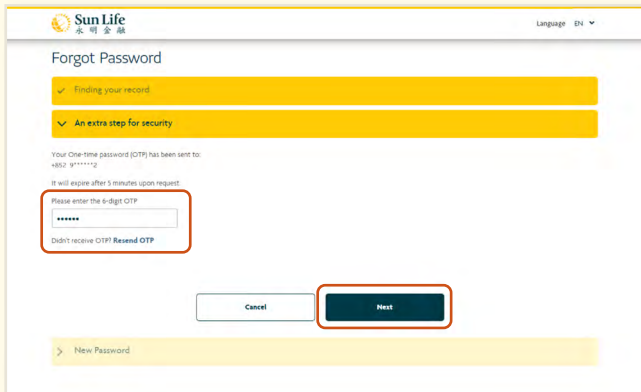
1. Select **"Member"** on the login page →
Select **"Forgot Username or password?"** →
Select **"I forgot my password"** on the next page.



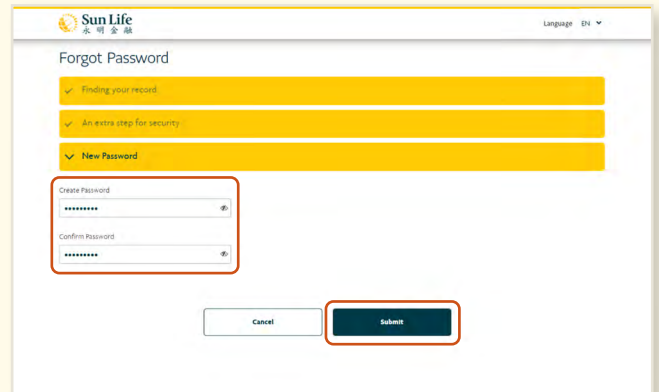
2. Input your **HKID/passport number/username** with your **registered mobile no./e-mail** for receiving **One-time password (OTP)** → Select **Next**.



3. Your OTP will be sent to your mobile/e-mail.
Enter the **6-digit OTP** → Select **Next**.



4. **Create password** → **Confirm password** →
Select **Submit**.

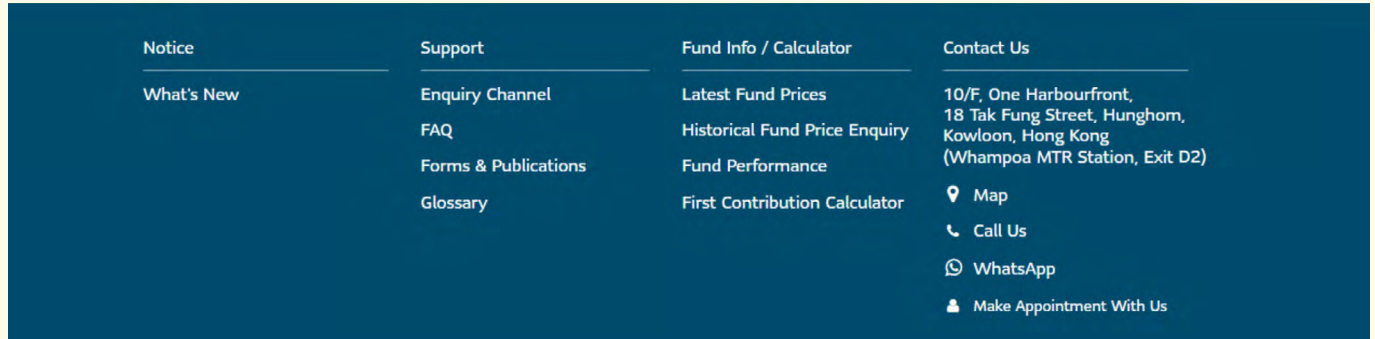


Tips: Please make sure the HKID number that you input **includes all letters and numbers** (do not need to input brackets) e.g. A1234567.

10 More Functions

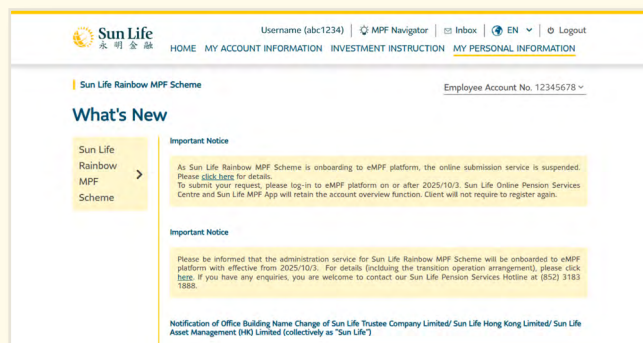
Can't wait to explore the [Online Pension Services Centre](#)? At the footer navigation, we have integrated with more functions fitting in your need.

Scroll down to the bottom of any web page to view the navigation footer.



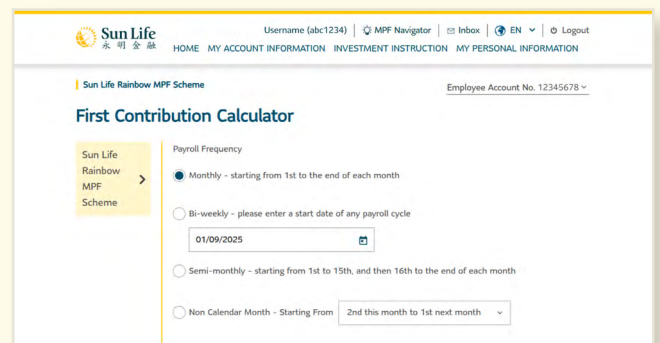
What's New

Here we will keep you posted on news and any amendments. Keep an eye on our updates!



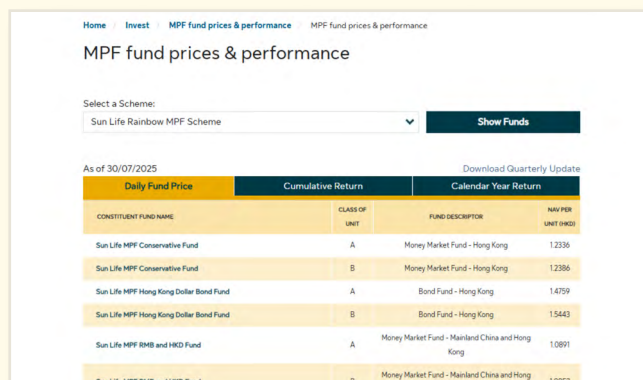
First Contribution Calculator

Simply input basic information to calculate your first contribution amount (for reference only).



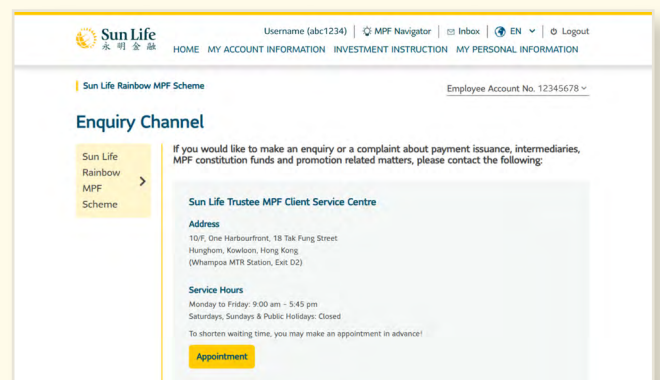
Latest Fund Prices

Here you can check out the latest MPF fund prices and performance of the constituent funds under Sun Life Rainbow MPF Scheme.



Enquiry Channel

Got questions? We aim to provide excellent client service at all times, simply choose the contact method you prefer to contact us.



Log in the [Online Pension Services Centre](#) now to experience more!

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