

Sun Life Rainbow MPF Scheme

Online Pension Services Centre - Guide for Employers

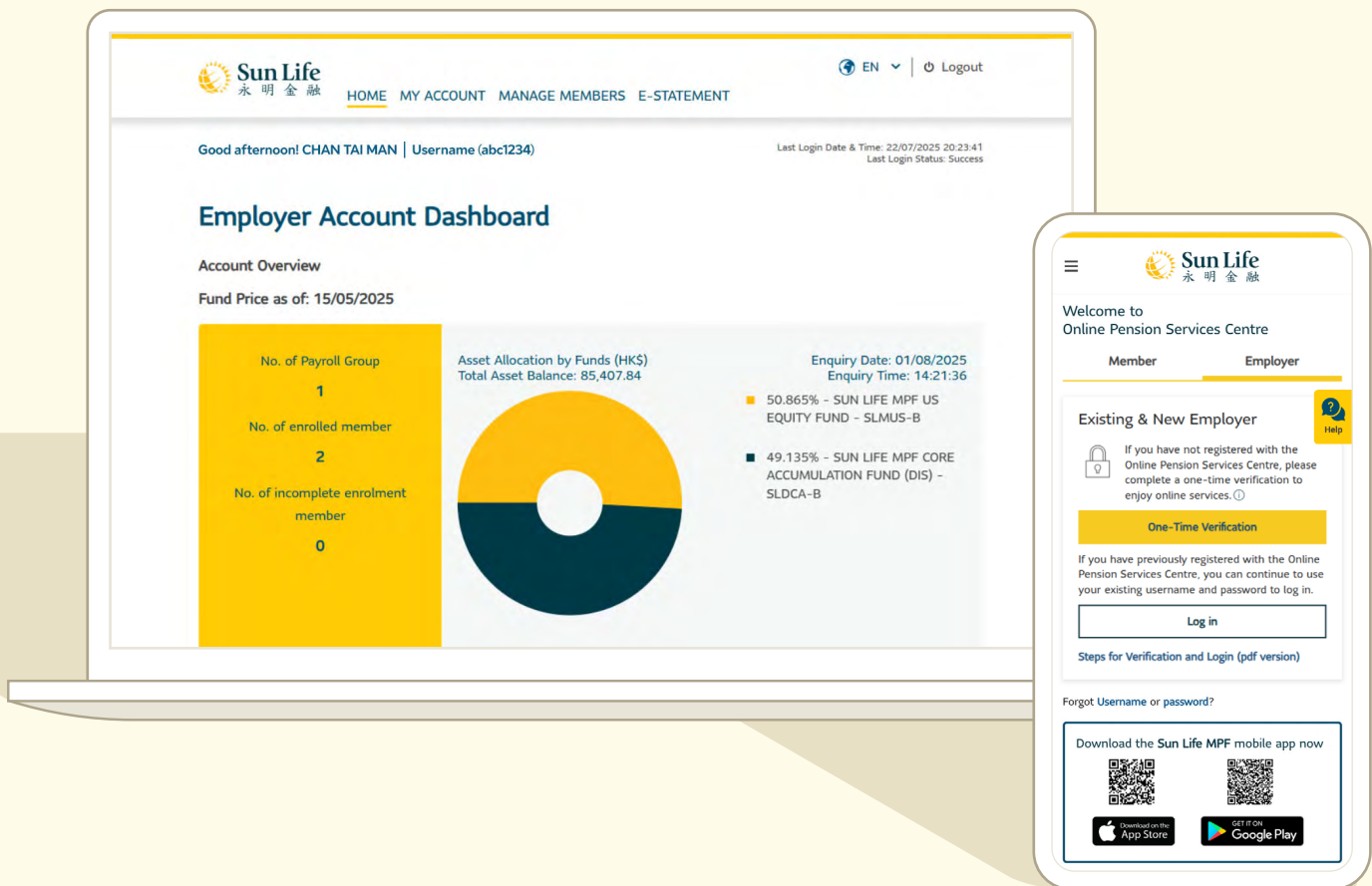


Getting Started

Whenever and Wherever, Always Be There for You

Online Pension Services Centre



Welcome to Online Pension Services Centre! We understand the challenges associated with managing an organization. To help you out, we partner with you to make your MPF experience carefree at the online portal Online Pension Services Centre. Follow this step-by-step guide to see just how simple it is.

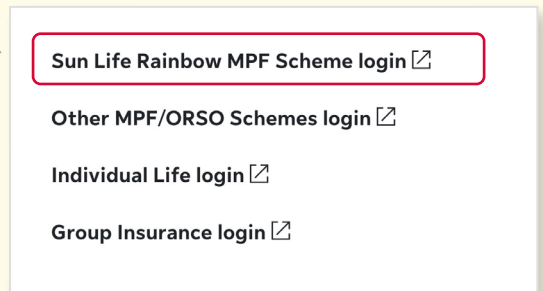
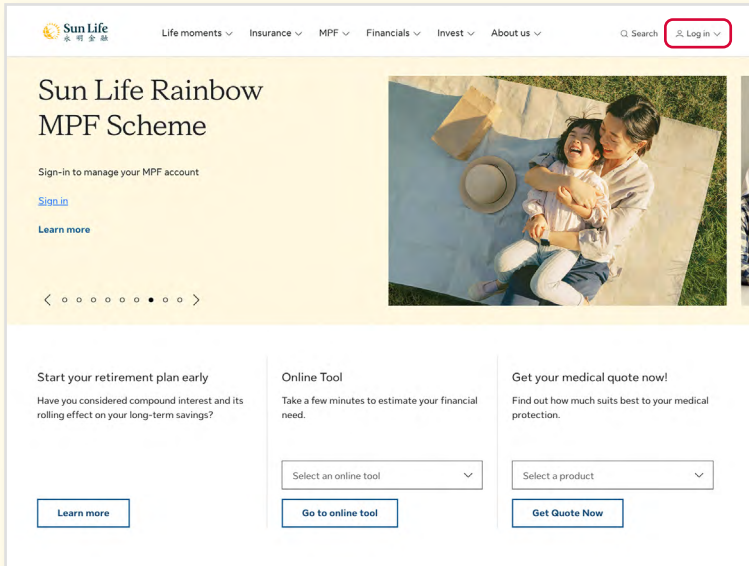


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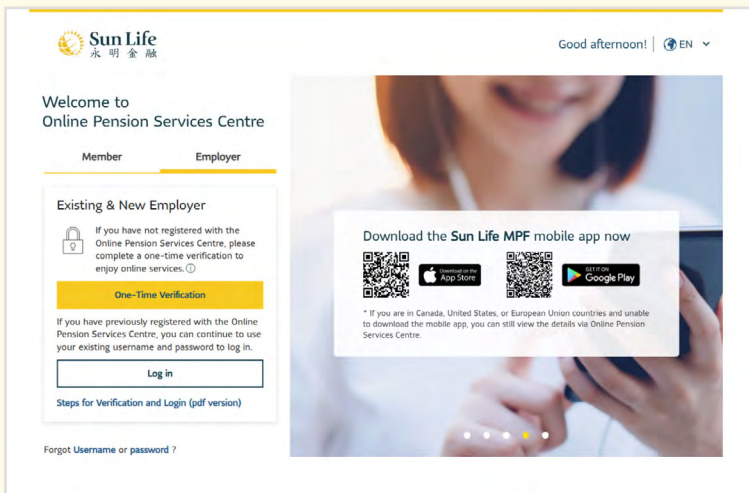
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1 Visit Online Pension Services Centre

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"**.



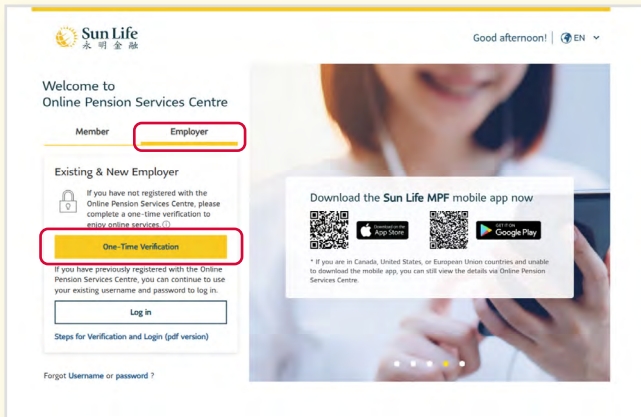
3. Then you have landed to the **Online Pension Services Centre!**



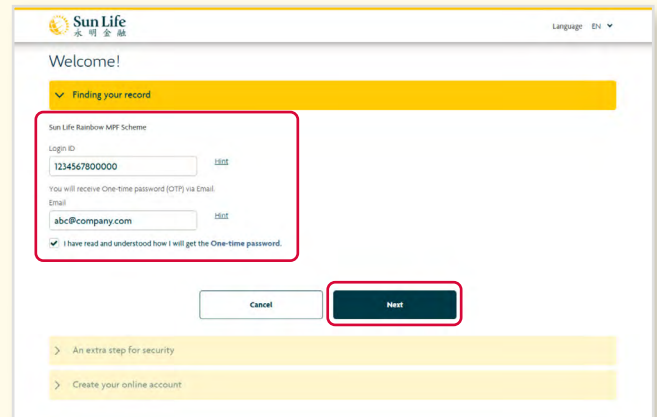
2 One-Time Verification

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

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

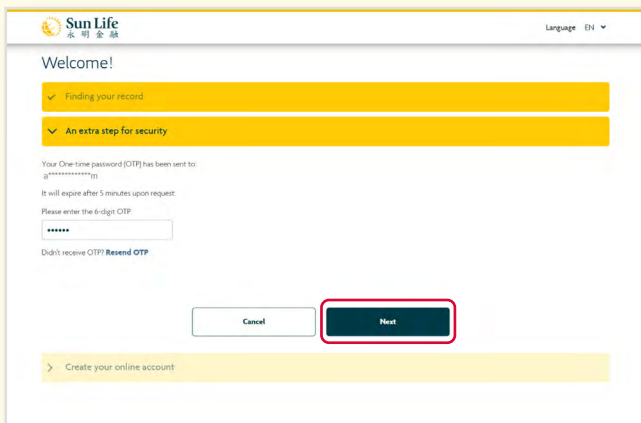


2. Input your **login ID** with your **registered e-mail** for receiving One-time password (OTP) →
Select **Next**.

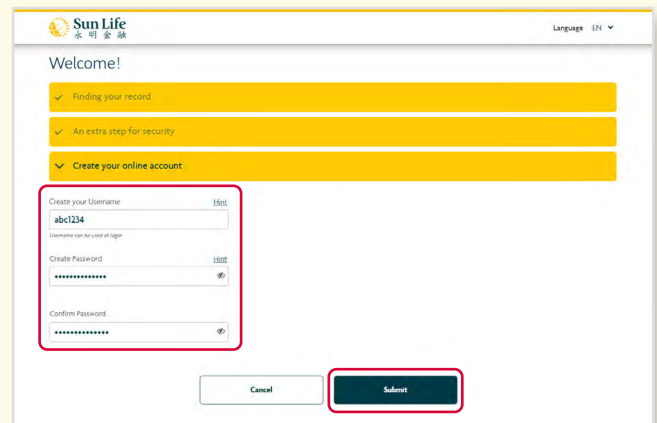


Tips: Please use your **eMPF Employer Account No. + "00000"** as your login ID to complete the one-time verification. We will deliver your new login ID via e-mail after you've successfully completed eMPF registration.

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



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



Remarks: Your registered email must be the same as your company's primary contact person email. If you have recently updated your registered email address on the eMPF Platform, please allow **at least 48 hours** for system data synchronization to ensure that your latest information is reflected in the Sun Life system. Afterwards, you can proceed with the one-time verification.



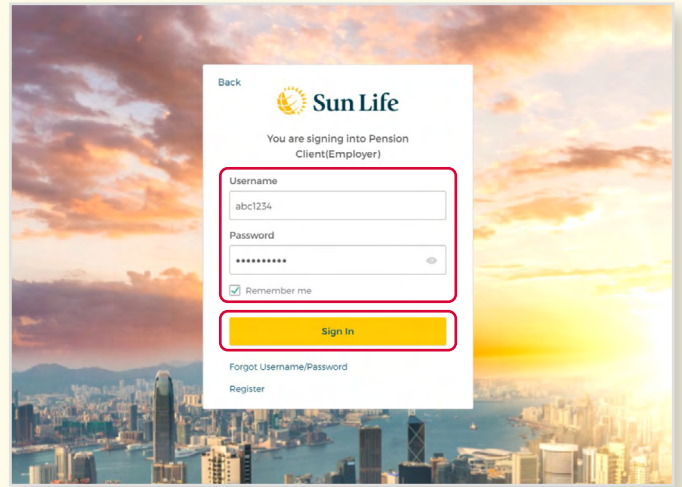
Tips: You need to create your own username. **It only takes you a few minutes!**


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

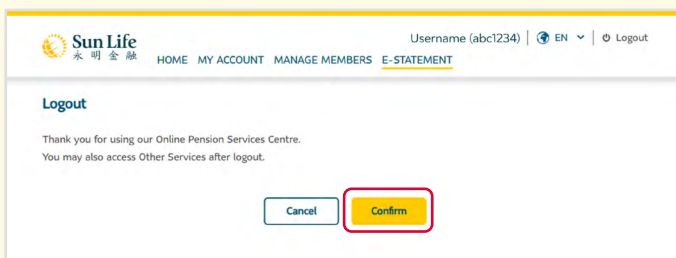
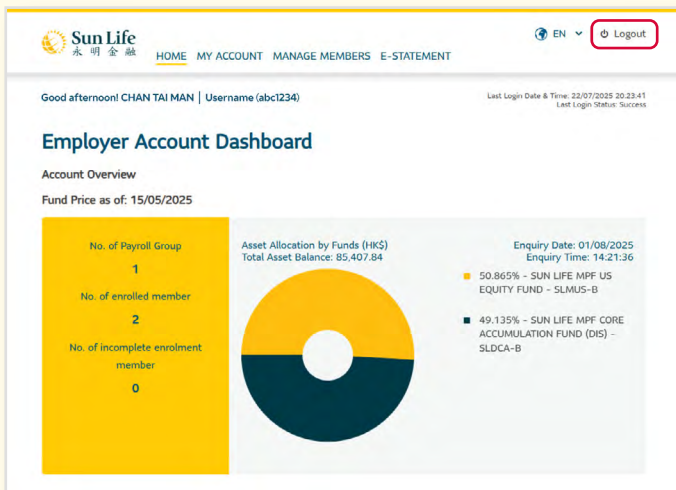
1. Go to [Online Pension Services Centre](#) → Select **"Employer"**.
2. Select **"Log in"** → Input your **username and password**.
3. Check the **"Remember me"** box if you want to keep your login details in your device for simpler and faster future login.
4. Select **Sign In**, that's it!



Tips: We care about data privacy. Your password is hidden by default, but you can view it by selecting the  icon.



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. Select **"Logout"** in the navigation bar.



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

2. Select **Confirm** 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 Home - Employer Account Dashboard

After logging in, you will be directly landed to the Employer Account Dashboard page. Here you can check a comprehensive summary on your payroll groups, enrolled members and asset allocation by funds.

Employer Account Dashboard

Good afternoon! CHAN TAI MAN | Username (abc1234) | Last Login Date & Time: 22/07/2025 20:23:41 | Last Login Status: Success

Employer Account Dashboard

Account Overview
Fund Price as of: 15/05/2025

No. of Payroll Group: 1
No. of enrolled member: 2
No. of incomplete enrolment member: 0

Asset Allocation by Funds (HK\$)
Total Asset Balance: 85,407.84
Enquiry Date: 01/08/2025
Enquiry Time: 14:38:26

- 50.865% - SUN LIFE MPF US EQUITY FUND - SLMUS-B
- 49.135% - SUN LIFE MPF CORE ACCUMULATION FUND (DIS) - SLDCA-B

Asset Allocation: HK\$ 43,442.48

Please refer to [website](#) of Sun Life Hong Kong for the latest risk class of the constituent funds of Sun Life Rainbow MPF Scheme.



Remarks: You can always go back to this page by selecting **"Home"** in the navigation bar.



Tips: You can mouse-over on the Account Overview pie chart to view **fund balance**. Click on **"Website"** to be redirected to the **MPF fund prices & performance** page on Sun Life Hong Kong Limited's website.



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

MPF Fund Prices & Performance

Home / Invest / MPF fund prices & performance / MPF fund prices & performance

MPF fund prices & performance

Select a Scheme:
Sun Life Rainbow MPF Scheme

As of 30/07/2025 [Download Quarterly Update](#)

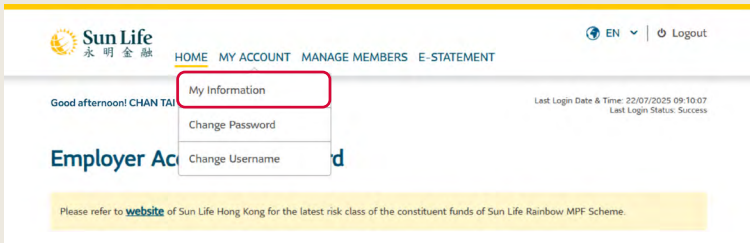
Daily Fund Price	Cumulative Return	Calendar Year Return	
CONSTITUENT FUND NAME	CLASS OF UNIT	FUND DESCRIPTOR	NAV PER UNIT (HKD)
Sun Life MPF Conservative Fund	A	Money Market Fund - Hong Kong	1.2336
Sun Life MPF Conservative Fund	B	Money Market Fund - Hong Kong	1.2386
Sun Life MPF Hong Kong Dollar Bond Fund	A	Bond Fund - Hong Kong	1.4759
Sun Life MPF Hong Kong Dollar Bond Fund	B	Bond Fund - Hong Kong	1.5443
Sun Life MPF RMB and HKD Fund	A	Money Market Fund - Mainland China and Hong Kong	1.0891
Sun Life MPF RMB and HKD Fund	B	Money Market Fund - Mainland China and Hong Kong	1.0952
Sun Life MPF Global Bond Fund	A	Bond Fund - Global	0.9191
Sun Life MPF Global Bond Fund	B	Bond Fund - Global	0.9482
Sun Life MPF Income Fund	--	Mixed Assets Fund - Global Maximum equity investments 60%	1.0314

1. Select **"Sun Life Rainbow MPF Scheme"**.
2. Then select **"Show Funds"** to see fund details.

5 My Account

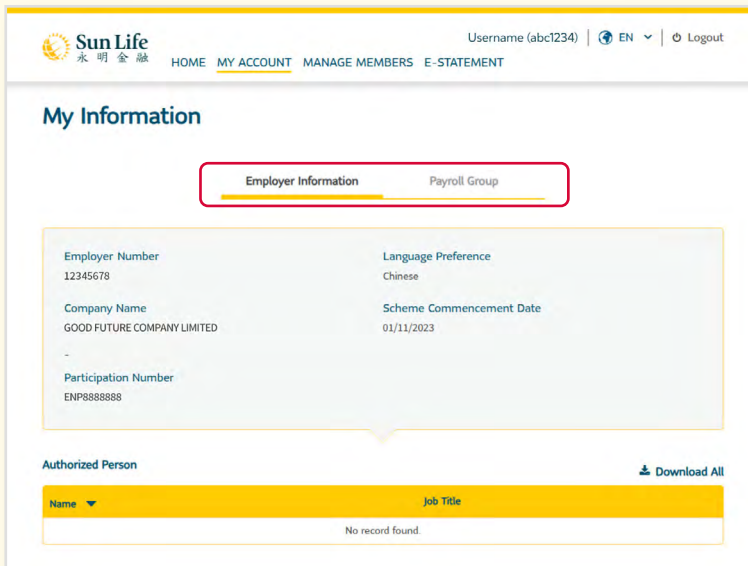
5.1 My Account - My Information


You can view your existing business information including contact person and details of payroll group(s) in the **My Information** page.



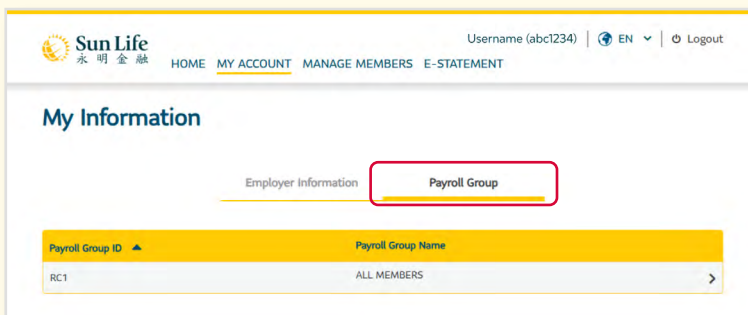
In the navigation bar, select **"My Account" → "My Information"**.


1. Your latest business information is shown in the **Employer Information**.



 **Tips:** You can switch to view information between your company and its payroll group(s) by selecting **"Employer Information"** or **"Payroll Group"**.

2. For details of payroll group(s), select **"Payroll Group" →** Choose the particular payroll group you would like to view by selecting **">"**.



 **Tips:** Here you can view all of your payroll group(s) at a glance, sorted by **"Payroll Group ID"**.

3. You will see details of the payroll group.

The screenshot shows the Sun Life 'My Information' page. The header includes the Sun Life logo, navigation links (HOME, MY ACCOUNT, MANAGE MEMBERS, E-STATEMENT), and user information (Username: abc1234, EN, Logout). The 'My Information' section has two tabs: 'Employer Information' and 'Payroll Group'. The 'Payroll Group' tab is active, displaying a table with the following data:

Payroll Group Name	Payroll Group ID
ALL MEMBERS	RC1
Contribution Frequency	Monthly

4. Scroll down to view details of contact person.

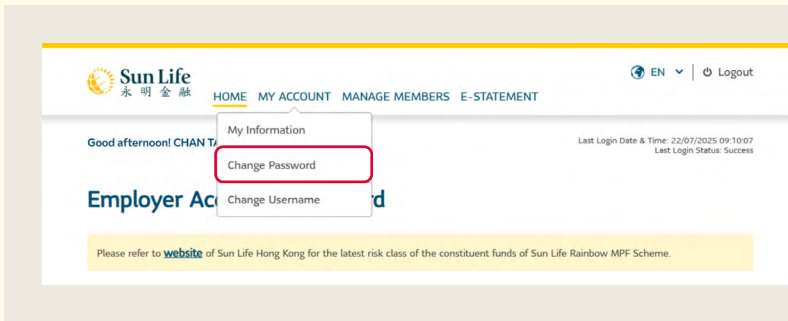
The screenshot shows the 'Details of All Primary Contact Person' page. It has two tabs: 'Primary Contact' and 'Secondary Contact'. The 'Primary Contact' tab is active, displaying a table with the following data:

Contact Name	Job Title
CHAN TAI MAN	Director
Contact Number	Email
Phone Number +852 2345 6789	abc@company.com

Below the table is a 'Back' button, which is highlighted with a red box.


5. Select to go back to the **payroll group list** page.

5.2 My Account - Change Password



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

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

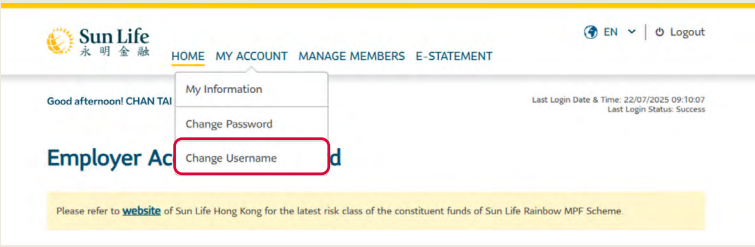
 **Tips:** You can click **"Hint"** for the requirements of setting a new password.

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

Password Requirements:

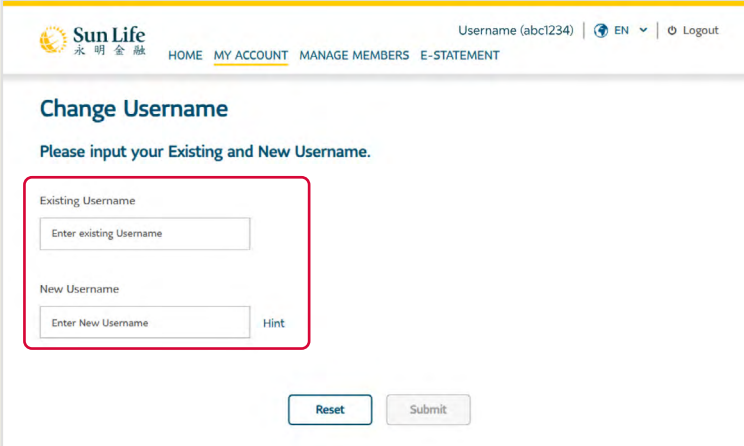
- 8 to 20 characters (with no space)
- At least 1 upper case alphabet
- At least 1 lower case alphabet
- Not accept Chinese character
- At least 1 number
- At least 1 of the following special symbols from !@#\$\$%^&*()+ -
- Password cannot be too similar to username
- Password cannot contain repeating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

5.3 My Account - Change Username



In the navigation bar, select "My Account" → "Change Username".

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



Change Username

Please input your Existing and New Username.

Existing Username
Enter existing Username

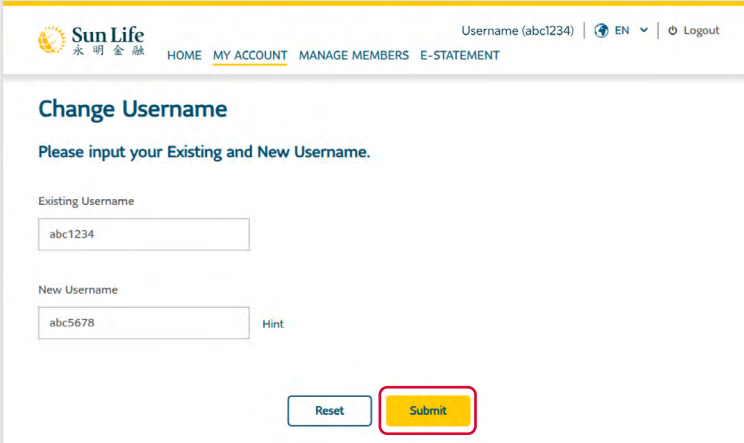
New Username
Enter New Username Hint

Reset Submit



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

2. Select **Submit**.



Change Username

Please input your Existing and New Username.

Existing Username
abc1234

New Username
abc5678 Hint

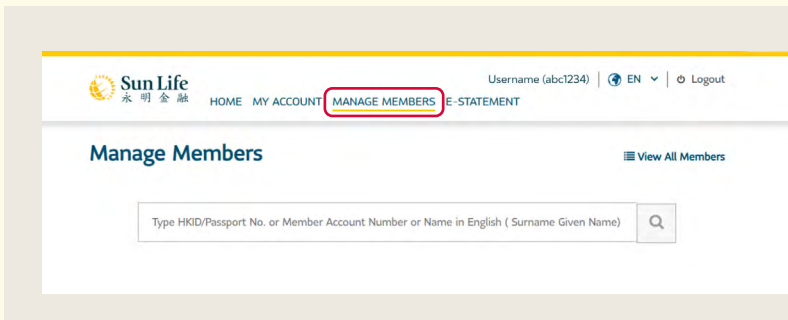
Reset **Submit**

Username Requirements:

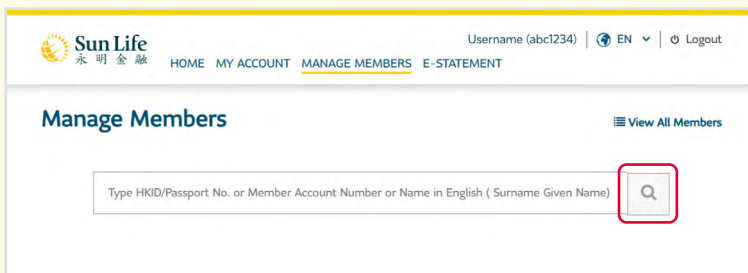
- 6 to 20 characters (with no space)
- Not accept Chinese character
- At least 1 alphabet
- At least 1 number
- No special symbols


6 Manage Members

Want to view the details of a particular member? The Manage Members page can help you out to keep your member management streamlined by putting together their personal information.




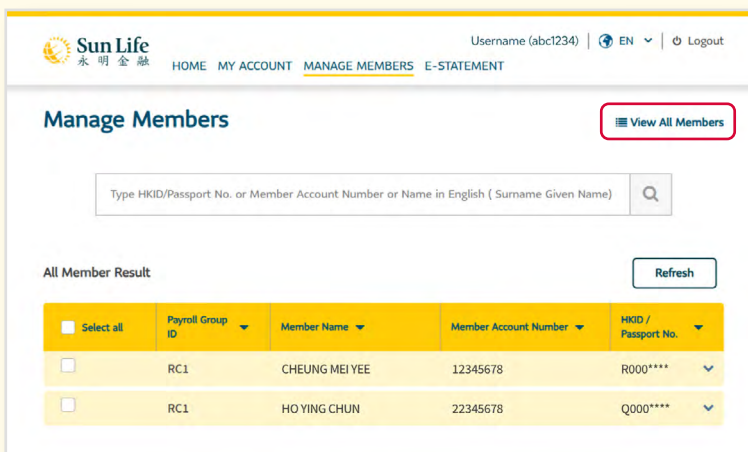
In the navigation bar, select **“Manage Members”**.




 **Tips:** Do you know what kind of member information you can use for searching?

- HKID / Passport No.
- Member Account No.
- Name in English (Surname Given Name)

1. You can search for a member by entering the following member information in the search bar then select the  button.
2. You can also select **“View All Members”** to show all member result.



3. Click  under **“All Member Result”** to view particular member information.

4. If you would also like to view particular Member Balance (Employer Portion) as of the latest update date for handling Long Service Payment/Severance Payment offsetting arrangement, please read the Important Notes carefully and click **Confirm** to view the Member Balance (Employer Portion).

All Member Result Refresh

Select all	Payroll Group ID	Member Name	Member Account Number	HKID / Passport No.
<input type="checkbox"/>	RC1	CHEUNG MEI YEE	12345678	R000****
Member Name (English)		Member Name (Chinese)		
CHEUNG MEI YEE		張美怡		
Member Account Number		HKID / Passport No.		
12345678		R000****		
Date of Birth		Date of Employment		
17/12/1988		06/05/2013		
Date of Inception				
06/05/2013				
<p>Member balance (employer's portion)</p> <p>Member balance (employer's portion) can only be provided to employer for the purpose of fulfilling their obligation to arrange Long Service Payment / Severance Payment ("LSP/SP") under the Employment Ordinance in Hong Kong relating to the termination of employment of the member.</p> <p>We, the employer, confirm that we are going to terminate / have terminated the employment of the member(s). For the purpose of arranging the offsetting of LSP/SP from the member balance (employer's portion), we request for information relating to the latest estimated member balance (employer's portion, by difference sub-accounts, if applicable) under the concerned member(s) MPF account for reference.</p> <p>Please click "Confirm" if you served the above purpose and make the request.</p> <p style="text-align: center;">Confirm</p>				
<input type="checkbox"/>	RC1	HO YING CHUN	22345678	Q000****



Tips: Here you can view members' information including:

- Member Name (Chinese & English)
- Member Account Number
- HKID / Passport No.
- Date of Birth
- Date of Inception
- Date of Employment

Select all	Payroll Group ID	Member Name	Member Account Number	HKID / Passport No.																						
<input type="checkbox"/>	RC1	CHEUNG MEI YEE	12345678	R000****																						
Member Name (English)		Member Name (Chinese)																								
CHEUNG MEI YEE		張美怡																								
Member Number		HKID / Passport No.																								
12345678		R000****																								
Date of Birth		Date of Employment																								
17/12/1988		06/05/2013																								
Date of Inception																										
06/05/2013																										
<p style="text-align: center;">Member Balance (Employer's portion) as of 17/09/2025</p> <table border="1"> <tbody> <tr> <td>Employer Mandatory Contribution ⁽¹⁾</td> <td style="text-align: right;">HK\$ 100,000.00</td> </tr> <tr> <td>Employer Voluntary Contribution</td> <td style="text-align: right;">HK\$ 0.00</td> </tr> <tr> <td>Vesting % of Employer Voluntary Contribution</td> <td style="text-align: right;">0.000%</td> </tr> <tr> <td>Vested Amount of Employer Voluntary Contribution ⁽²⁾</td> <td style="text-align: right;">HK\$ 0.00</td> </tr> <tr> <td>Employer's Voluntary Contribution 2</td> <td style="text-align: right;">HK\$ 0.00</td> </tr> <tr> <td>Vesting % of Employer Voluntary Contribution 2</td> <td style="text-align: right;">0.000%</td> </tr> <tr> <td>Vested Amount of Employer Voluntary Contribution 2 ⁽³⁾</td> <td style="text-align: right;">HK\$ 0.00</td> </tr> <tr> <td>Employer's Ex-ORSO</td> <td style="text-align: right;">HK\$ 0.00</td> </tr> <tr> <td>Vesting % of Employer's Ex-ORSO</td> <td style="text-align: right;">0.000%</td> </tr> <tr> <td>Vested Amount of Employer's Ex-ORSO ⁽⁴⁾</td> <td style="text-align: right;">HK\$ 0.00</td> </tr> <tr> <td>Total Vested Amount ⁽¹⁺²⁻³⁺⁴⁾</td> <td style="text-align: right;">HK\$ 100,000.00</td> </tr> </tbody> </table> <p><small>*Note: The member balance (employer's portion) will update every 10-15 days.</small></p>					Employer Mandatory Contribution ⁽¹⁾	HK\$ 100,000.00	Employer Voluntary Contribution	HK\$ 0.00	Vesting % of Employer Voluntary Contribution	0.000%	Vested Amount of Employer Voluntary Contribution ⁽²⁾	HK\$ 0.00	Employer's Voluntary Contribution 2	HK\$ 0.00	Vesting % of Employer Voluntary Contribution 2	0.000%	Vested Amount of Employer Voluntary Contribution 2 ⁽³⁾	HK\$ 0.00	Employer's Ex-ORSO	HK\$ 0.00	Vesting % of Employer's Ex-ORSO	0.000%	Vested Amount of Employer's Ex-ORSO ⁽⁴⁾	HK\$ 0.00	Total Vested Amount ⁽¹⁺²⁻³⁺⁴⁾	HK\$ 100,000.00
Employer Mandatory Contribution ⁽¹⁾	HK\$ 100,000.00																									
Employer Voluntary Contribution	HK\$ 0.00																									
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Employer's Voluntary Contribution 2	HK\$ 0.00																									
Vesting % of Employer Voluntary Contribution 2	0.000%																									
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Employer's Ex-ORSO	HK\$ 0.00																									
Vesting % of Employer's Ex-ORSO	0.000%																									
Vested Amount of Employer's Ex-ORSO ⁽⁴⁾	HK\$ 0.00																									
Total Vested Amount ⁽¹⁺²⁻³⁺⁴⁾	HK\$ 100,000.00																									



Remarks: Member Balance (Employer Portion) is only available for members with more than 2 years of service.

5. To retrieve a list of member information, select member(s) by checking corresponding checkbox(es) under the member result.



6. Choose whether you would like to a) Download member information only, or b) Download member information with Member Balance (Employer Portion).

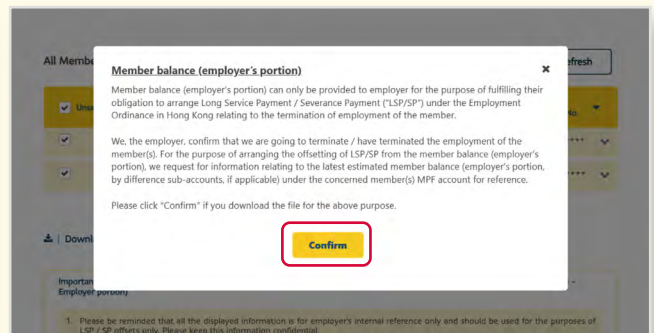
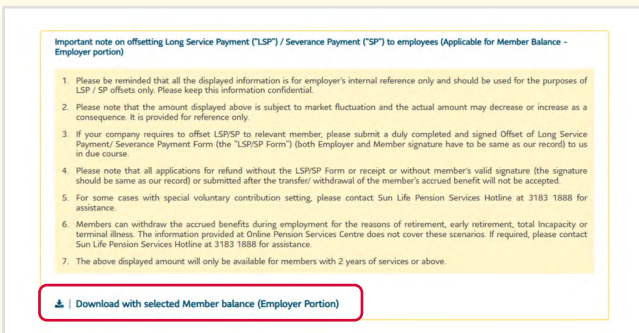
a) Download member information only:

Click **"Download with selected Member detail"** → Click **"Confirm"** → All information will be downloaded and saved in a CSV file.

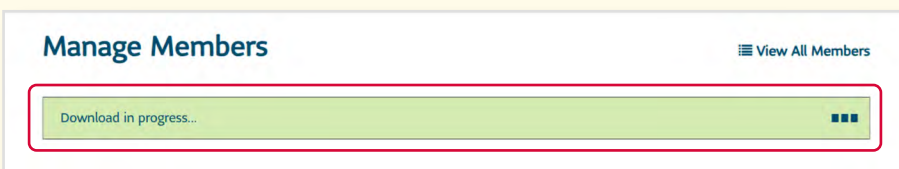



b) Download member information with Member Balance (Employer Portion):

Please read the Important Notes at the bottom of the page carefully and click **"Download with selected Member balance (Employer Portion)"** → Click **Confirm** → All information will be downloaded and saved in a CSV file.



7. You will see a progress bar indicating the status as **"Download in progress"** on the page. The file download might require some time. Please wait patiently for a moment.

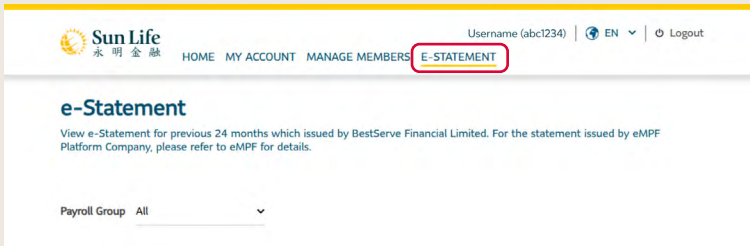


8. Once the progress bar changes to **"Download is completed"**, simply click on the  button to get the file.



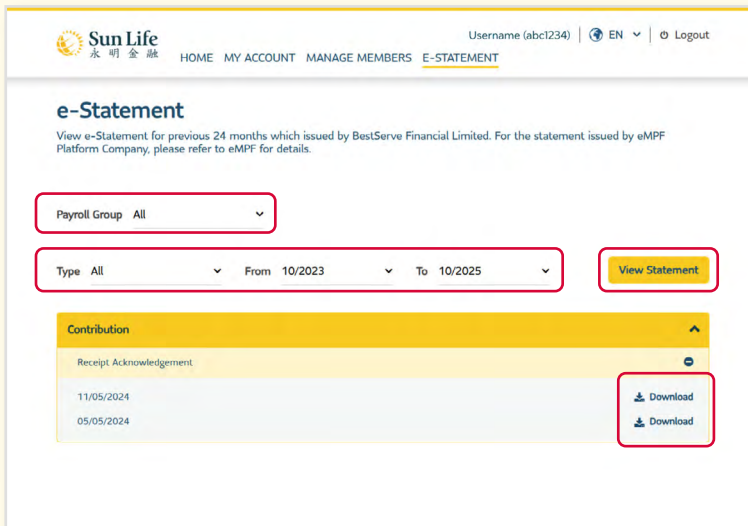
7 e-Statement


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



In the navigation bar, select **"e-Statement"**.

1. Choose the payroll group.
2. Choose the **type and period** of the statement.



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

- Contribution
- Enrolment
- Asset Transfer-In/Out
- Miscellaneous

3. Select **View Statement** .

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



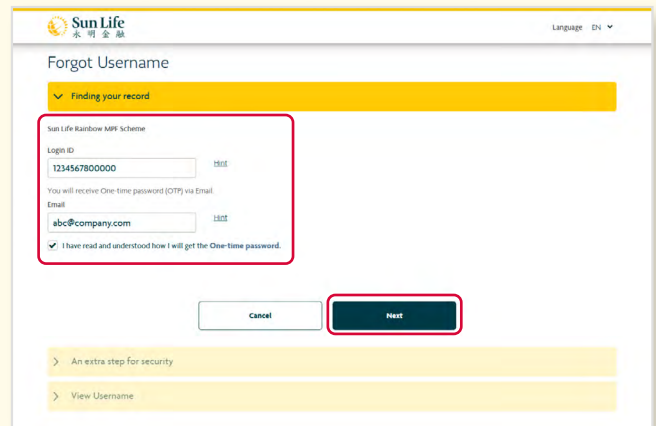
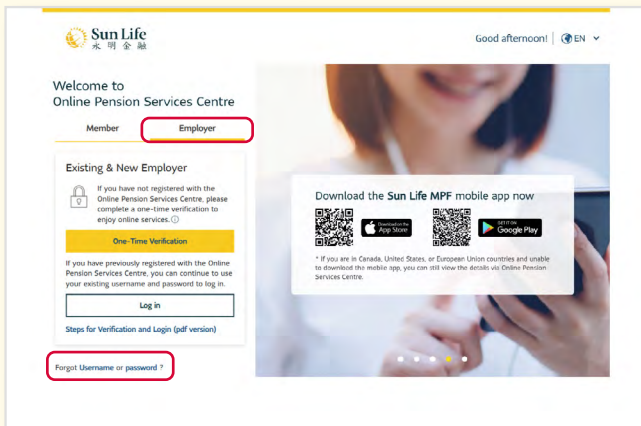
Tips: Here you can view your e-Statements for the **previous 24 months** issued by the former administrator BestServe Financial Limited. For statements issued by eMPF Platform Company, please refer to the eMPF Platform for details.

8 Forgot Username/Password

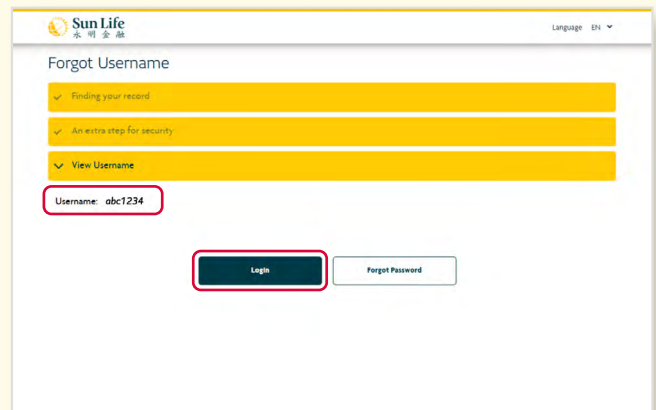
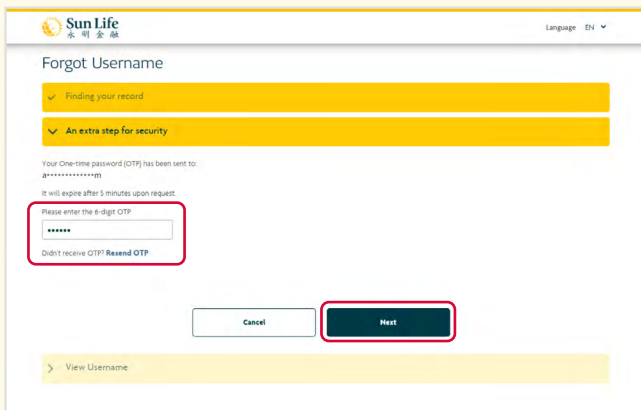
If you have forgotten your username or password, now you can easily retrieve your username or reset a new password by using the One-time password - as simple as the account registration!

Forgot Username

1. Select **"Employer"** on the login page
➔ Select **"Forgot Username or password?"**.
2. Select **"I forgot my username"** on the next page.
3. Input your **login ID** with your **registered e-mail** for receiving **One-time password (OTP)**
➔ Select **Next**.



4. Your OTP will be sent to your e-mail. Enter the **6-digit OTP** ➔ Select **Next**.
5. Your username will appear on the page
➔ Select **Login** to log in.



Forgot Password

1. Select **"Employer"** on the login page
➔ Select **"Forgot Username or password?"**.
2. Select **"I forgot my password"** on the next page.

The screenshot shows the Sun Life Online Pension Services Centre login page. At the top, there is a navigation bar with the Sun Life logo and the text 'Good afternoon!'. Below the logo, there are two tabs: 'Member' and 'Employer', with 'Employer' selected. The main content area is titled 'Existing & New Employer' and contains a 'Log in' button. A red box highlights the 'Forgot Username or password?' link at the bottom left. To the right, there is a promotional banner for the Sun Life MPF mobile app with QR codes for the App Store and Google Play.

3. Input your **login ID/username** with your registered e-mail for receiving **One-time password (OTP)**
➔ Select **Next**.

The screenshot shows the Sun Life 'Forgot Password' page. The page title is 'Forgot Password'. Under the heading 'Finding your record', there is a section for 'Sun Life Rainbow MPF Scheme'. It has two radio buttons: 'Login ID' (selected) and 'Username'. The 'Login ID' field contains 'abc1234'. Below this, there is an 'Email' field containing 'abc@company.com'. A checkbox is checked with the text 'I have read and understood how I will get the One-time password.'. At the bottom, there are 'Cancel' and 'Next' buttons. A red box highlights the 'Next' button.

4. Your OTP will be sent to your e-mail. Enter the **6-digit OTP** ➔ Select **Next**.

The screenshot shows the Sun Life 'Forgot Password' page. The 'Finding your record' and 'An extra step for security' sections are completed. A message states: 'Your One-time password (OTP) has been sent to abc@company.com. It will expire after 5 minutes upon request.' Below this, there is a text input field for the OTP, with a red box around it. A 'Resend OTP' link is also visible. At the bottom, there are 'Cancel' and 'Next' buttons. A red box highlights the 'Next' button.

5. Create your **new password** ➔ **Confirm password**
➔ Select **Submit** to log in.

The screenshot shows the Sun Life 'Forgot Password' page. The 'New Password' section is active, showing two password input fields: 'Create Password' and 'Confirm Password'. Both fields contain masked characters (*****). At the bottom, there are 'Cancel' and 'Submit' buttons. A red box highlights the 'Submit' button.

9 More Functions

Can't wait to explore the [Online Pension Services Centre](#)? In the footer navigation, we have integrated more functions to fit your needs.

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

Notice	Support	Fund Info / Calculator	Contact Us
What's New	Enquiry Channel FAQ Forms & Publications Glossary	Latest Fund Prices Historical Fund Price Enquiry Fund Performance First Contribution Calculator Long Service Payment / Severance Payment Calculator	10/F, One Harbourfront, 18 Tak Fung Street, Hungghom, Kowloon, Hong Kong (Whampoa MTR Station, Exit D2) Map Call Us WhatsApp Make Appointment With Us

Long Service Payment/Severance Payment Calculator

With this, you can estimate the Long Service Payment/Severance Payment costs for departing employees.

The screenshot shows the Sun Life website's "Long Service Payment / Severance Payment Calculator". The page includes a search bar for HKID/Passport No. or Member Account Number or Name in English. Below the search bar, there are two dropdown menus: "Please select calculator:" with "Long Service Payment" selected, and "Please Select Payroll Type:" with "Monthly-Paid Employee" selected. There are also two date input fields: "Date of Employment" and "Last Date of Employment", both with a calendar icon. At the bottom, there are two input fields for wages: "Wages immediately preceding the transition date" and "Wages immediately preceding the termination of employment", both with "HK\$ 0.00" entered.



Tips: Using our calculators can help you save a lot of time!

First Contribution Calculator

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

The screenshot shows the Sun Life website's "First Contribution Calculator". The page includes a sidebar with "Sun Life Rainbow MPF Scheme" and a main content area. The "Payroll Frequency" section has four radio button options: "Monthly - starting from 1st to the end of each month" (selected), "Bi-weekly - please enter a start date of any payroll cycle" (with a date input field showing "01/08/2025"), "Semi-monthly - starting from 1st to 15th, and then 16th to the end of each month", and "Non Calendar Month - Starting From" (with a dropdown menu showing "2nd this month to 1st next month").

In addition to the calculation tools, you will find other useful information in the footer navigation.

What's New

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

The screenshot shows the 'What's New' section of the Sun Life website. At the top, there is a navigation bar with the Sun Life logo (永明金融), a user profile 'Username (abc1234)', language selection 'EN', and a 'Logout' button. Below the navigation bar are links for 'HOME', 'MY ACCOUNT', 'MANAGE MEMBERS', and 'E-STATEMENT'. The main heading is 'What's New'. On the left, there is a sidebar menu with 'Sun Life', 'Rainbow', 'MPF', and 'Scheme', with a right-pointing arrow next to 'MPF'. The main content area features an 'Important Notice' section with a yellow background. The notice text reads: 'Please be informed that the administration service for Sun Life Rainbow MPF Scheme will be onboarded to eMPF platform with effective from 2025/10/3. For details (including the transition operation arrangement), please click [here](#). If you have any enquiries, you are welcome to contact our Sun Life Pension Services Hotline at (852) 3183 1888.' Below this is a 'Notification of Office Building Name Change of Sun Life Trustee Company Limited/ Sun Life Hong Kong Limited/ Sun Life Asset Management (HK) Limited (collectively as "Sun Life")'. The notification text states: 'We hereby notify you that effective 8 August 2025, the name of office building of Sun Life will be updated as below: Original building name: Cheung Kei Center New building name: MU Tower Please note that our actual office location remains unchanged, with the address being 16th Floor, MU Tower A, No. 18 Hung Luen Road, Hung Hom, Kowloon, Hong Kong. This change will not affect the services we provide to you. If you have any questions, please feel free to contact us. Thank you for your understanding and support.' At the bottom of the notification is a 'READ MORE' link.

Glossary

Check out the glossary for the Sun Life Rainbow MPF Scheme and their explanations here.

The screenshot shows the 'Glossary' section of the Sun Life website. At the top, there is a navigation bar with the Sun Life logo (永明金融), a user profile 'Username (abc1234)', language selection 'EN', and a 'Logout' button. Below the navigation bar are links for 'HOME', 'MY ACCOUNT', 'MANAGE MEMBERS', and 'E-STATEMENT'. The main heading is 'Glossary'. On the left, there is a sidebar menu with 'Sun Life', 'Rainbow', 'MPF', and 'Scheme', with a right-pointing arrow next to 'MPF'. The main content area features a horizontal navigation bar with letters 'A' through 'Z' and an 'All' button. Below this are five yellow buttons with dropdown arrows, each representing a glossary term: 'Accounting Date', 'Accrued Benefit', 'Administrator', 'Approved Pooled Investment Fund', and 'Authority'.

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

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