

Administrative Service Comparison: Sun Life Trustee Company Limited and eMPF Platform Company Limited

Administrative Service	Account Type	BestServe Financial Limited / Sun Life Trustee Company Limited (Current)	eMPF Platform Company Limited
Registration			
Submitting application form	<ul style="list-style-type: none"> Employer Account Self-Employed Person Account Special Voluntary Contribution Account 	Physical form	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app
	Employee Account	<ul style="list-style-type: none"> Physical form Online submission (Applicable to the employees of participating employers who use this service) 	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app
	<ul style="list-style-type: none"> Personal Account Tax Deductible Voluntary Contribution Account 	<ul style="list-style-type: none"> Physical form Online submission 	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app
Contribution			
Submitting Remittance Statement	Employer Account	<ul style="list-style-type: none"> Physical form Online submission via Online Pension Services Centre 	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app (eMPF Platform enables seamless API integration with payroll software solutions used by payroll service providers ("Payroll Vendors") or employers, allowing direct submission of remittance statements for contributions, and employee data for enrolment and termination.)
Submitting Declaration of Self-employed Person Relevant Income and Contribution Details Form	Self-Employed Person Account	Physical form (During September to October each year, BestServe Financial Limited issues letters and reply slips to self-employed persons to declare their income for the coming year.)	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app (eMPF Platform will send a notification 30 calendar days before the end of the financial period, requesting self-employed persons to declare their income for the coming financial period.)

Contribution instruction	Tax Deductible Voluntary Contribution Account	<ul style="list-style-type: none"> Physical form Online submission via Online Pension Services or Sun Life MPF App 	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app
	Special Voluntary Contribution Account	Physical form	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app
Pre-printed Remittance Statement	Employer Account	Available in postal or electronic version	Available in postal or electronic version
Contribution reminder	Employer Account	Available in electronic version	Available in postal or electronic version
Payment method	<ul style="list-style-type: none"> Employer Account Tax Deductible Voluntary Contribution Account Special Voluntary Contribution Account 	<ul style="list-style-type: none"> Cheque Direct Debit Direct Credit 	<ul style="list-style-type: none"> Cheque Direct Debit Direct Credit
Setting up Direct Debit Authorization (DDA)	<ul style="list-style-type: none"> Employer Account Special Voluntary Contribution Account 	Physical form	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app
Direct Debit Authorization	<ul style="list-style-type: none"> Tax Deductible Voluntary Contribution Account Special Voluntary Contribution Account 	Applicable to Regular Payment (Monthly Contribution)	<ul style="list-style-type: none"> Applicable to Regular Payment (Monthly Contribution) Lump Sum
Payment frequency	<ul style="list-style-type: none"> Tax Deductible Voluntary Contribution Account Special Voluntary Contribution Account 	<ul style="list-style-type: none"> Regular Payment (Monthly Contribution) Lump Sum 	<ul style="list-style-type: none"> Regular Payment (Monthly Contribution) Lump Sum
Payment acknowledgement	<ul style="list-style-type: none"> Employer Account Self-Employed Person Account Tax Deductible Voluntary Contribution Account Special Voluntary Contribution Account 	Available in postal or electronic version	Available in electronic version
Voluntary Contributions Application / Change	Employer Account	Physical form	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app

Investment Change (Asset Switching of Existing Balance)			
Submission channels	<ul style="list-style-type: none"> • Employee Account • Personal Account • Special Voluntary Contribution Account • Tax Deductible Voluntary Contribution Account 	<ul style="list-style-type: none"> • Physical form • Online submission via Online Pension Services or Sun Life MPF App 	<ul style="list-style-type: none"> • Physical form • Online submission via eMPF web portal or app
Investment choice		<ul style="list-style-type: none"> • Fund Switching • Rebalancing 	<ul style="list-style-type: none"> • Fund Switching • Rebalancing • Fund-to-Fund Switching
Investment choice for sub-account		Submit investment instruction via sub-account	Submit investment instruction via sub-account
Investment allocation percentage		In multiple of 5%	In multiple of 1%
Cut-off time for submitting instruction		4:00 p.m. on working day	4:00 p.m. on working day
Investment Change (Investment Mandate)			
Submission channels	<ul style="list-style-type: none"> • Employee Account • Personal Account • Special Voluntary Contribution Account • Tax Deductible Voluntary Contribution Account 	<ul style="list-style-type: none"> • Physical form • Online submission via Online Pension Services or Sun Life MPF App 	<ul style="list-style-type: none"> • Physical form • Online submission via eMPF web portal or app
Investment allocation percentage		In multiple of 5%	In multiple of 1%
Investment choice for sub-account		Submit investment instruction via sub-account	Submit investment instruction via sub-account
Cut-off time for submitting instruction		4:00 p.m. on working day	4:00 p.m. on working day
Information Change			
Change of member information	<ul style="list-style-type: none"> • Employee Account • Personal Account • Self-Employed Person Account • Special Voluntary Contribution Account • Tax Deductible Voluntary Contribution Account 	<ul style="list-style-type: none"> • Physical form • Online submission via Online Pension Services or Sun Life MPF App 	<ul style="list-style-type: none"> • Physical form • Online submission via eMPF web portal or app

Change of employer information	Employer Account	Physical form	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app
Change of Self-Employed Person information	Self-Employed Person Account		
Fund Transfer			
Request for fund transfer form submission channels	<ul style="list-style-type: none"> Employee Account Personal Account Self-Employed Person Account Tax Deductible Voluntary Contribution Account 	Physical form	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app
Withdrawal of Benefits			
Submission channels for Accrued Benefits Claim Forms	<ul style="list-style-type: none"> Employee Account Personal Account Special Voluntary Contribution Account Tax Deductible Voluntary Contribution Account 	Physical form	<ul style="list-style-type: none"> Physical form Online submission via eMPF web portal or app
Submission channels for Voluntary Contributions Withdrawal Form			
Standing Instruction for Regular Withdrawal Options (on Grounds of Attaining the Retirement Age of 65 or Early Retirement)	<ul style="list-style-type: none"> Personal Account Self-Employed Person Account Tax Deductible Voluntary Contribution Account 	For withdrawal of benefits from Sun Life MPF Conservative Fund only	For withdrawal of benefits from <ul style="list-style-type: none"> Sun Life MPF Conservative Fund or All MPF Fund(s)

Long Service Payment / Severance Payment Offsetting arrangements	<ul style="list-style-type: none"> • Employer Account • Employee Account 	Withdraw from the vested accrued benefits attributable to employer's contributions according to the below sequence: (i) employer's ORSO transfers; if applicable) ; (ii) employer's voluntary contributions (if applicable) ; (iii) employer's mandatory contributions (applicable for the Long Service Payment / Severance Payment before 1 May 2025.)	The original offsetting sequence will be maintained. However, employers may request a change in the offsetting sequence.
Regular Communication			
Employer Statement	Employer Account	Available in postal or electronic version (Monthly)	Available in electronic version (Monthly)
Member Benefit Statement	<ul style="list-style-type: none"> • Employee Account • Personal Account • Special Voluntary Contribution Account • Tax Deductible Voluntary Contribution Account 	Available in postal or electronic version (Semi-Annually; cut-off dates are 30 June and 31 December)	Available in postal or electronic version (Annually; cut-off date is 31 December)
MPF account information SMS service	<ul style="list-style-type: none"> • Employee Account • Personal Account • Self-Employed Person Account • Special Voluntary Contribution Account • Tax Deductible Voluntary Contribution Account 	Members will receive SMS ten days after each quarter end. The SMS will include account balances and gain / (loss) amount of all existing accounts as of the quarter end.	Members will receive SMS after each quarter end. The SMS will include account balances and gain / (loss) amount of all existing accounts as of the date of issue. Members with multiple accounts will receive more than one SMS.

Administrative Customer Service			
Hotline	<ul style="list-style-type: none"> • Employer Account • Employee Account • Personal Account • Self-Employed Person Account • Special Voluntary Contribution Account • Tax Deductible Voluntary Contribution Account 	<p>Customer Service Hotline: (852) 3183 1888</p> <p><u>Service Hours:</u> Monday to Friday: 9am to 6pm Saturday: 9am to 1pm Sunday and Public Holidays: Closed</p>	<p>Customer Service Hotline: 183 2622</p> <p><u>Service Hours:</u> Monday to Friday: 9am to 7pm Saturday: 9am to 1pm Sunday and Public Holidays: Closed</p> <p>Contribution Inquiry Hotline: 3197 2834</p> <p><u>Service Hours:</u> Monday to Friday: 9am to 7pm Saturday, Sunday and Public Holidays: Closed</p>
Customer Service Centre		<p>10th Floor, One Harbourfront, 18 Tak Fung Street, Hunghom, Kowloon, Hong Kong</p> <p><u>Service Hours:</u> Monday to Friday: 9am to 5:45pm Saturday, Sunday and Public Holidays: Closed</p>	<p>Hong Kong Island Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong</p> <p>Kowloon Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon</p> <p>New Territories Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories</p> <p><u>Service Hours:</u> Monday to Friday: 9am to 7pm Saturday, Sunday and Public Holidays: Closed</p>
Intermediary service		Sun Life intermediaries provide comprehensive MPF services	Sun Life intermediaries continuously provide comprehensive MPF services

Online Pension Services Centre Employer Portal: Main Changes After Onboarding eMPF Platform

Module	Features	Online Pension Services Centre Employer Portal (Current)	Online Pension Services Centre Employer Portal (After onboarding to eMPF Platform)
Login	Primary Contact Person login	✓	✓
	Secondary Contact Person login	✓	✗
	Forget / change username and password	✓	✓
Account management	Asset allocation by fund(s)	✓	✓
	Outstanding item summary	✓	✗
Profile management	View employer information	✓	✓
	View payroll group information	✓	✓
Member management	View member details	✓	✓
	Download member information	✓	✓
	View member balance (Employer's portion)	✓	✓
	Download member balance (Employer's portion)	✓	✓
Contribution management	Online submission / View outstanding contributions	✓	✗
	View settled contributions	✓	✗
	Upload contribution file	✓	✗
	View historical records	✓	✗
E-Statements	E-Statements	✓	✓ (Only retain the statements issued by BestServe Financial Company Limited for the 24 months prior to onboarding eMPF Platform)
Fund	Fund prices / Performance	✓ (Employers can view fund prices and fund classes)	✓ (Employers can view fund classes, and they will be redirected to Sun Life website to check fund prices)
Tools	First contribution calculator	✓	✓
	Long service payment / severance payment calculator	✓	✓
Support	Forms and publications	✓	✓ (Redirect to eMPF Platform)
	Glossary / FAQ / Enquiry	✓	✓
	Service Pledge / Administration Procedure	✓	✗

Online Pension Services Centre Member Portal: Main Changes After Onboarding eMPF Platform

Module	Features	Online Pension Services Centre / Sun Life MPF App Employee Portal (Current)	Online Pension Services Centre / Sun Life MPF App Employee Portal (After onboarding to eMPF Platform)
Login	Login	✓	✓
	Account registration	✓	✓
	Forget / change username and password	✓	✓
Profile management	View account balance and gain / (loss) summary	✓	✓
	View asset allocation by fund	✓	✓
	View gain/ (loss) by fund	✓	✗
Account management	View personal information	✓ (View only)	✓ (View only)
	View contact information	✓ (View and edit)	✓ (View only)
	Employment information	✓	✓
	Notification configuration	✓ (View and edit)	✓ (View only)
Tools	MPF Navigator	✓ (Members can apply Reference Portfolio and further submit investment instructions)	✓ (Members will need to submit investment instructions on eMPF Platform separately)
	First contribution calculator	✓	✓
	To-do list	✓	✓
Investment instructions	Fund switching	✓	✗
	Change of investment mandate	✓	✗
	Join Default Investment Strategy	✓	✗
	Join Fund Cruiser	✓	✗
	Voluntary contribution payment (Tax Deductible Voluntary Contribution Account)	✓	✗
E-Statements	E-Statements	✓	✓ (Only retain the statements issued by BestServe Financial Company Limited for the 24 months prior to onboarding eMPF Platform)

Transaction history	View Transaction history (Regular contribution / Transfer in/out asset etc.)	✓	✓ (Only retain the transaction history for the 24 months prior to onboarding eMPF Platform; bonus rebate and dividend history will continually be shown)
Requests	View submitted requests (Investment instructions / Update personal information etc.)	✓	✓
Rebate	View Preferential Management Fee	✓	✓
MPF Advisors	View MPF Advisors details (If applicable)	✓	✓
Fund	Fund prices / Performance	✓ (Members can view fund prices and fund classes)	✓ (Members can view fund classes, and they will be redirected to Sun Life website to check fund prices)
Notification	Inbox message and push notification	✓	✓
Support	Forms and publications	✓	✓ (Redirect to eMPF Platform)
	Glossary / FAQ / Enquiry / Contact us / Make appointment with us	✓	✓
	Service pledge / Administration procedure	✓	✗