Employer online
service guide

Experience MPF online services

With Manulife employer online services, you can perform your MPF administrative work more efficiently through a secured online platform — accessible anytime and anywhere
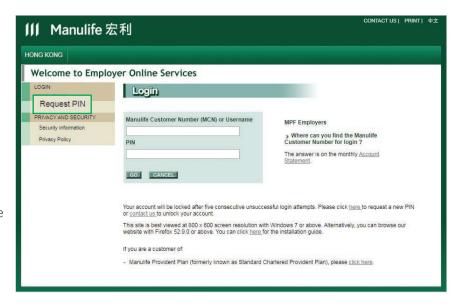
You can:
- Update your members' details directly

- Remit and complete your MPF contribution data with just a few steps via **Contribution Express (CONTX)**. The contribution data will be processed in a timely manner, obviating the need for postage as well as saving the environment by using less paper

- Use **Employee e-Enrolment** to manage MPF employee enrolment

- Check your account details by **Cash Account Balance** and **Allocation Summary**

- Reply and confirm contribution data to rectify inconsistency on **Calculation Discrepancy Report**

Login steps

Visit www.manulife.com.hk, click "Login" at the top right corner and select "Employer login" to proceed the login process. The Manulife Customer Number (MCN) can be found on your monthly Account Statement. To get a personal identification number (PIN), click "Request PIN" and submit the requested information, a new PIN will be mailed to your company correspondence address within 5 business days.
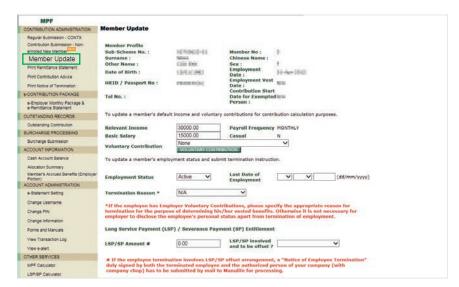
For two-factor authentication purpose, customers are required to register mobile phone number and e-mail address with us, so that you can receive the one-time PIN sent by us every time you login to your account on customer website.

Member update

Your members' records can be kept updated in the easiest way possible — simply by inputting the latest information of employee and no written notice is needed.

You can update relevant income and basic salary, choose the preset voluntary contribution formula, and report employee termination#.

In case Long Service Payment or Severance Payment is involved, you are required to submit a hard copy of "Notice of Employee Termination" form. Please print out and complete the form, and mail the signed original back to us together with all necessary information for further processing.

Contribution Express (CONTX) for contribution data submission

CONTX provides an online platform to prepare and submit remittance statements simpler and easier. The MPF contributions will be calculated automatically to minimize calculation errors. You can directly submit contribution data online and set the direct debit date for transaction. It takes just a few steps to complete the submission:
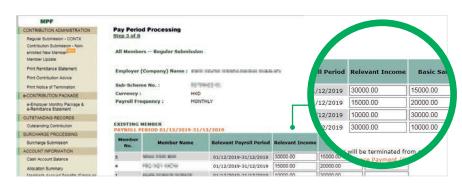
For enrolled member

01

Select and confirm the payroll period, you can report contribution data for last 2 financial years.
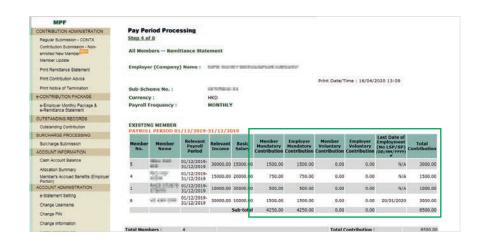

02

Review and update the relevant income and basic salary* for calculation

*The field of "Basic Salary" is optional to input unless the voluntary contribution is based on basic salary.
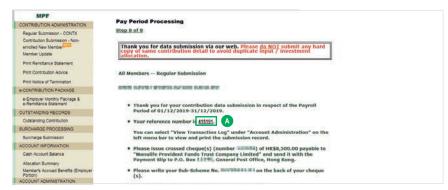
03

Review the automatically calculated MPF contributions

04

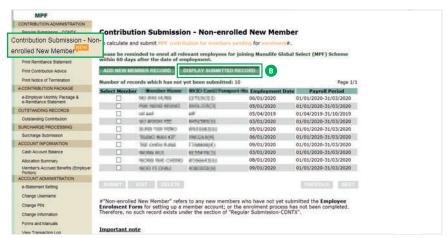Complete the submission and receive the reference number

Ⓐ Click the reference number to view and print the submitted data
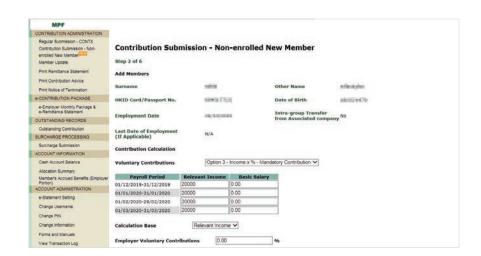
For non-enrolled new member

01

Select "Contribution Submission - Non-enrolled New Member" and click "ADD NEW MEMBER RECORD"

B   If you have added a member record before, you may click here to continue reporting the contribution data for the non-enrolled new member.
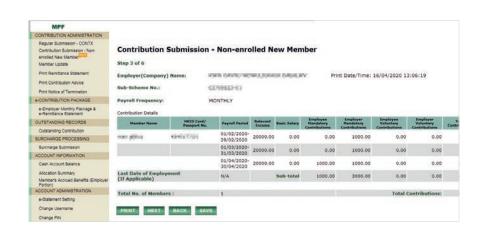
02

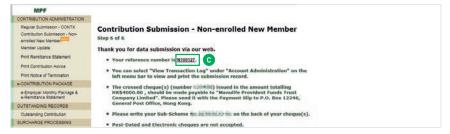Input the personal particulars and relevant information of the member

03

Review the automatically calculated MPF contributions

04

Complete the submission and receive the reference number

C   Click the reference number to view and print the submitted data

Remarks: Please be reminded to enrol all relevant employees within 60 days after the date of employment.
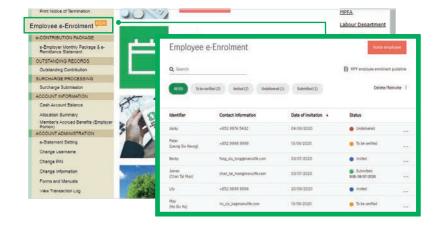
Print Contribution Advice

After successfully remitting your MPF contribution data via CONTX, you can print out the Contribution Advice to provide relevant information of contributions to your employees.

Employee e-Enrolment

You can select "Invite employee" and input preliminary information of employee(s), the system will then automatically invite and remind your employee(s) to complete e-Enrolment.

Scan the QR code to learn more

e-Statement setting

Most of our regular reports and statements for employers are available online to review in due course by employers.

Go to e-Statement setting under ACCOUNT ADMINISTRATION and opt for e-statement replacing hard copy postage to avoid postage hassle. If you have registered an email address with us, you will receive an e-Alert notification via email when the latest report and/or statement is uploaded.

What's more?

You can also review your account transaction at **Cash Account Balance**, and view and print contribution allocation details either by payroll period or by member for the last 24 months recorded at **Allocation Summary**.

You may scan the QR code to watch the demo video to learn more about the features of online service.

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