

# MPF IVRS SERVICE USER GUIDE

## SERVICE HOTLINE : 2835 7222

### Step 1: Please select languages

1 Cantonese 2 Mandarin 3 English



### Step 2: Please enter your HKID/Passport No.

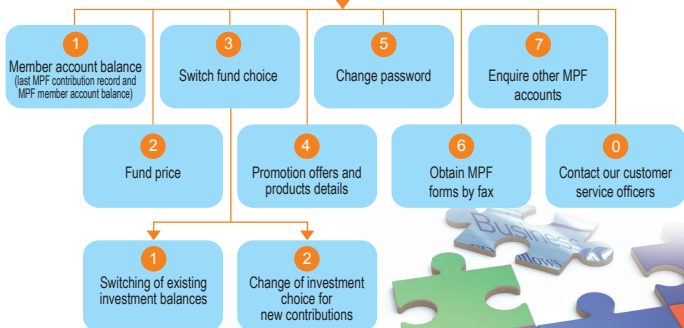
If the HKID No. is A123456(7), you should enter 1234567, press '#' and then press '1'  
"If the bracket is English letter, please ignore the letter"

### Step 3: Please enter your password and press '#'

### Step 4: Please choose the scheme number that you requested

Applicable to more than one scheme number only

### Step 5: MPF Account Enquiry Main Menu



▲ For security purpose, please remember to change your password during your first login before making any enquiry.

▲ Should you have any queries, please call our customer service hotline at 223 95559 during office hours.

**Bank of Communications Trustee Limited**

1/F., Far East Consortium Building, 121 Des Voeux Road Central, Hong Kong

Website : [www.bocomtrust.com.hk](http://www.bocomtrust.com.hk)

V201406