

6<sup>th</sup> August 2024

Dear Customers,

**BCOM Joyful Retirement MPF Scheme (the “Scheme”)**

**Notice to participating employers for onboarding to the eMPF Platform – MPF Contribution**

Thank you for your continued support of the Scheme. Please note that the Scheme will be onboard to the eMPF platform on 3<sup>rd</sup> September 2024. Starting from 12<sup>th</sup> August 2024, please register with the eMPF to enjoy the MPF service provided by the eMPF Platform (please refer to the eMPF communication pack provided previously for details). If your company has participated in another MPF scheme which has got onboard the eMPF Platform and has already registered for eMPF earlier, you do not need to register again. Moreover, the eMPF Platform provides outreaching services for employers to help them understand and use the eMPF Platform. For the appointment of the eMPF Outreaching Service, please refer to [empf.org.hk/contactus](http://empf.org.hk/contactus) for details.

On the other hand, please be reminded that the arrangement of MPF contribution will be changed. You will be required to submit contribution data and make payments via the eMPF Platform but not Bank of Communications Trustee Limited starting from the contribution period of August 2024 (such MPF contribution must be made by 10 September 2024). The details are as follow:

**A. Submission methods of MPF contribution data**

- Submission of contribution data via eMPF Employer Portal
- Bulk upload of contribution data files (contribution data files provided by eMPF platform) via eMPF Employer Portal
- Upload of contribution data file (CSV format) (generated by qualified payroll software) via eMPF Employer Portal
- Submission of the designated remittance statements via the eMPF Platform (Please refer to section B below for the submission methods)

**B. Submission channels for the designated remittance statements**

- By post : P.O. Box 98929, Tsim Sha Tsui Post Office
- By email : [forms@support.empf.org.hk](mailto:forms@support.empf.org.hk)
- By fax : 3197 2988
- In person to any of the eMPF Service Centres:

Hong Kong Island	Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong
Kowloon	Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon
New Territories	Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories

Service hours:

Monday to Friday	9:00 am – 6:00 pm
Saturday	9:00 am – 1:00 pm
Sunday & Public Holiday	Closed

C. MPF contribution payment method

Method	Details
Cheque	<p>Please issue crossed cheque payable to “Bank of Communications Trustee Limited – BCOM Joyful Retirement MPF Scheme” and send to the eMPF Platform by post (P.O. Box 98929 Tsim Sha Tsui Post Office), or through drop-in box in any of the eMPF Service Centres (Please mark employer’s name, employer account number*, payroll group*, relevant contribution period* and reference number* at the back of the cheque).</p> <p>Please note that the cheque issued by third party is not allowed and eMPF self-service kiosks <b><u>do not accept</u></b> any physical cheque and remittance statements.</p> <p>* Employer can obtain the information on the eMPF Platform.</p>
Direct Debit Authorization (“DDA”)/ Direct Debit Instruction (“DDI”)/ Faster Payment System (“FPS”)	<p>If employer has set up a DDA/DDI/FPS with us, the data of your DDA/DDI/FPS will be migrated to the eMPF Platform during scheme onboarding. For DDA or DDI, the payment will be made by direct debit in the registered bank account after successfully submitted validated contribution data or remittance statement.</p> <p>For the FPS payment details, please visit the eMPF website <a href="http://www.empf.org.hk">www.empf.org.hk</a> for their further announcement.</p>

**Important:** For the details of user guide of MPF contributions for employees, please visit the eMPF website [www.empf.org.hk/tutorial/tutorials/employer-contributions](http://www.empf.org.hk/tutorial/tutorials/employer-contributions)

D. Enquiry channels for support provided by the eMPF Platform

To assist employer with making enquiry in relation to the MPF administration, the eMPF Platform provide the following channels for employer to enquire.

Enquiry Channels	Details	Service Hours
eMPF Customer Service Hotline	183 2622	Monday to Friday : 9AM – 7PM Saturday : 9AM – 1PM Sunday & Public Holiday : Closed
Email	<a href="mailto:enquiry@support.empf.org.hk">enquiry@support.empf.org.hk</a>	

eMPF Service Centres	<p><b><u>Hong Kong Island</u></b></p> <p>Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong</p> <p><b><u>Kowloon</u></b></p> <p>Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon</p> <p><b><u>New Territories</u></b></p> <p>Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories</p>	<p>Monday to Friday : 9AM – 6PM</p> <p>Saturday : 9AM – 1PM</p> <p>Sunday &amp; Public Holiday : Closed</p>
eMPF Online Enquiry Form	<a href="https://portal.empf.org.hk/enquiry/onlineEnquiry">https://portal.empf.org.hk/enquiry/onlineEnquiry</a>	

Should you have any queries, please contact our customer service hotline at (852) 223 95559.

Bank of Communications Trustee Limited