

10th October 2024

Important Notice – Suspension of SMS service for the balance of MPF accrued benefits

The BCOM Joyful Retirement MPF Scheme (the “Scheme”) has got onboard the eMPF Platform on 3 September 2024. In order to facilitate the migration of MPF data and ensure proper operation of the SMS service system, such system is currently undergoing maintenance and updates. As such, the SMS service for the balance of MPF accrued benefits of the 3rd quarter 2024 is suspended. Such SMS service is expected to resume to normal from the 4th quarter 2024 (subject to further updates). If you have any enquiries about the record of your MPF accounts related to the Scheme, please call eMPF Customer Service Hotline at 183 2622 or visit the following eMPF Service Centres.

eMPF Service Centres Address & Service Hours 積金易服務中心地址及服務時間			
Hong Kong Island 香港島 Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong 香港灣仔皇后大道東 248 號大新金融中心 6 樓 601B 室	Kowloon 九龍 Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon 九龍尖沙咀東部麼地道 77 號華懋廣場 12 樓 1205-6 室	New Territories 新界 Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories 新界荃灣楊屋道 8 號如心廣場第 2 座 18 樓 1802A 室	
Service Hours 服務時間：			
Monday to Friday	星期一至五	9:00 am – 6:00 pm	上午 9 時 至 下午 6 時
Saturday	星期六	9:00 am – 1:00 pm	上午 9 時 至 下午 1 時
Sunday & Public Holiday	星期日及公眾假期	Closed 休息	
eMPF Customer Service Hotline Service Hours 積金易客戶服務熱線服務時間			
Monday to Friday	星期一至五	9:00 am – 7:00 pm	上午 9 時 至 下午 7 時
Saturday	星期六	9:00 am – 1:00 pm	上午 9 時 至 下午 1 時
Sunday & Public Holiday	星期日及公眾假期	Closed 休息	

Bank of Communications Trustee Limited