



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 MPF scheme number

If your scheme number is 00000004567, you may enter 4567 and press [#]

* Please refer to "Membership Certificate" or "Annual Benefits Statement" for scheme number.

Step 3: Please enter the first 6 of your HKID card number / passport number and press [#]

Step 4: Please enter your password and press [#]

* If you have already applied for "the service of Change of Investment Choice for New Contributions / Switching of Existing Investment Balances in BCOM MPF IVRS and Internet Service", you must change your password during your first login and re-dial, otherwise, the function of "Change of your investment choice" will not be effective.

Step 5: MPF Account Enquiry Main Menu



* For security purpose, please remember to change your password during your first login at Main Menu before making any enquiry.

* Should you have any queries, please contact our customer service hotline at 22 699 699 during office hours (09:00-18:00).

Bank of Communications Trustee Limited

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

