

## CLAIM FORM FOR PAYMENT OF MPF ACCRUED BENEFITS ( BENEFITS ) ON GROUNDS OF PERMANENT DEPARTURE FROM HONG KONG / TOTAL INCAPACITY / TERMINAL ILLNESS / SMALL BALANCE / DEATH [ FORM MPF(S) – W(O) ]

基於永久性地離開香港／完全喪失行為能力／罹患末期疾病／小額結餘／死亡的理由而申索  
強積金累算權益 ( 權益 ) 的表格 [ 第 MPF(S) – W(O) 號表格 ]

Mandatory Provident Fund Schemes Ordinance ( Cap. 485 ) 《強制性公積金計劃條例》( 第 485 章 )  
Sections 161, 163, 164, 164A and 165 of the Mandatory Provident Fund Schemes (General) Regulation ( Cap 485A )  
《強制性公積金計劃 ( 一般 ) 規例》( 第 485A 章 ) 第 161、163、164、164A 及 165 條



Internal use only  
內部專用  
eMPF  
Received Date:

WO



W(O)

### Important Notes 重要事項：

- Please read the following notes before completing this form. 請於填寫本表格前參閱以下注意事項。
  - eMPF Platform Company Limited ( "eMPF Company" ), a wholly owned subsidiary of the Mandatory Provident Fund Schemes Authority ( "MPFA" ), will provide the scheme administration services to you through the eMPF Platform, subject to the "General Terms and Conditions of the eMPF Platform" which can be accessed from <https://empf.org.hk/tnc/en>. 積金易平台有限公司 ( 「積金易公司」 ) 是強制性公積金計劃管理局 ( 「積金局」 ) 的全資附屬公司。積金易公司將根據「積金易平台一般條款及細則」( 可於 <https://empf.org.hk/tnc> 瀏覽 )，透過積金易平台為你提供計劃行政服務。
  - This form is applicable only if you have previously given your signature specimen to the eMPF Platform / the trustee(s). If not, please submit your request via eMPF Member Portal or visit eMPF Service Centre to provide your signature specimen for verification. 本表格只適用於如你已經提供簽署樣式予積金易平台／受託人。如你尚未提供有關紀錄，請透過積金易成員平台遞交指示或前往積金易服務中心以提供你的簽署樣式以作核對用途。
  - The "Scheme(s)" refers to the MPF scheme(s) which is / are listed in Part B(1) of this form. For details, please refer to the Appendix A: List of "Personal Information Collection Statement" ( "PICS" ) of the eMPF Platform and the MPF Schemes. 「計劃」指於本表格 B(1) 部分所列的強積金計劃。詳情請參閱附錄 A：積金易平台及強積金計劃《收集個人資料聲明》( 「聲明」 ) 列表。
  - The "Trustee(s)" refers to the trustee(s) which is / are associated with the Scheme(s) listed in Part B(1) of this form. For details, please refer to the Appendix A. 「受託人」指於本表格 B(1) 部分所列的計劃其相關受託人，詳情請參閱附錄 A。
- This form is to be completed by any person who wishes to claim for payment of benefits from the Scheme(s) on the grounds of permanent departure from Hong Kong, total incapacity, terminal illness, small balance or death. For a claim for payment of benefits on the grounds of attaining the retirement age of 65 or early retirement, please use Form MPF(S) – W(R). 本表格僅供擬基於永久性地離開香港、完全喪失行為能力、罹患末期疾病、小額結餘或死亡的理由提出申索權益，要求從計劃提取權益的人士填報。若基於已達到 65 歲退休年齡或提早退休的理由申索權益，請填寫第 MPF(S) – W(R) 號表格。
- This form is not applicable for withdrawal of special voluntary contributions. If necessary, please complete "Special Voluntary Contributions Withdrawal / Scheme Termination Form". 本表格不適用於提取特別自願性供款。如需要，請填寫「特別自願性供款提取／終止計劃表格」。
- The eMPF Platform will process this request upon receipt of the completed Form MPF(S) – W(O) and all relevant supporting document(s) ( if any ). If there are any omissions ( including but not limited to missing page(s) / supporting document(s) ), the eMPF Platform may not be able to process this request. 積金易平台收到完整的第 MPF(S) – W(O) 號表格及相關證明文件 ( 如有 ) 後，才會處理有關指示。如有遺漏 ( 包括但不限於頁數／證明文件不齊全 )，積金易平台可能未能執行此指示。
- Please complete this form in BLOCK LETTERS with black or blue pen and tick the appropriate box(es). Please countersign beside any amendment. 請用黑色或藍色筆以正楷填寫本表格，並在適當空格內填上剔號。如有刪改，請於更改位置旁加簽。
- The signature ( including countersign ) in this form should match with the signature specimen of the eMPF Platform / the trustee(s) ( please refer to point 1(ii) of the Important Notes ). 本表格的簽署 ( 包括加簽 ) 必須與積金易平台／受託人的簽署樣式相符 ( 請參閱重要事項第 1(ii) 點 )。
- Please read the Explanatory Notes and "Guide to Claim for Payment of MPF Accrued Benefits ( "Benefits" ) on Grounds of Permanent Departure from Hong Kong / Total Incapacity / Terminal Illness / Small Balance / Death" carefully before completing this form. 填寫本表格前，請先參閱註釋及《永久性地離開香港／完全喪失行為能力／罹患末期疾病／小額結餘／死亡的理由而申索強積金累算權益 ( 「權益」 ) 指南》。
- The personal data to be supplied in support of this claim for payment of benefits are to be used for processing your claim. The personal data you supply may, for such purpose, be transferred to the relevant service provider(s), the eMPF Platform, the approved trustee(s) concerned and the government or regulatory bodies including the Mandatory Provident Fund Schemes Authority ( "MPFA" ). 你就此項申索權益申請提供的個人資料，將用作處理你的申索。你提供的個人資料可能會為該目的而轉交相關服務提供者、積金易平台、相關核准受託人，以及政府或規管機構，包括強制性公積金計劃管理局 ( 「積金局」 )。
- If (i) mobile phone no., (ii) email address and / or (iii) correspondence address of the scheme member provided on this form is different from the records of the eMPF Platform AND the signature in this form matches the signature specimen previously given to the eMPF Platform / the trustee(s), the eMPF Platform will update those information to the concerned member account(s). 如計劃成員在本表格提供的 (i) 手提電話號碼、(ii) 電郵地址及／或 (iii) 通訊地址與積金易平台的紀錄不同，而本表格上的簽署與你之前給予積金易平台／受託人的簽署樣式相符，積金易平台便會更新該資料至相關成員帳戶。
- The information provided in this form will be used in accordance with the relevant MPF legislation and for the purposes mentioned in the PICS of the eMPF Platform and the Scheme(s) referred / listed in Part B(1) below. For details, please refer to the Appendix A. 本表格所有已提供的資料將按照有關強積金法例、積金易平台及下列 B(1) 部分所指／所列計劃「聲明」處理。詳情請參閱附錄 A。

General Terms  
and Conditions of  
the eMPF Platform  
積金易平台  
一般條款及細則



## A. DETAILS OF THE CLAIMANT <sup>Note 1</sup> / SCHEME MEMBER 申索人 <sup>註 1</sup> / 計劃成員資料

### (1) Claimant Details 申索人資料

(i) **Name** <sup>Note 2</sup> 姓名 <sup>註 2</sup> (As shown on HKID Card / Passport 與香港身份證/護照上的姓名相同)

Surname in English 英文姓氏

Given Name in English 英文名字  ("the Claimant")

Name in Chinese 中文姓名 (Surname 姓氏) \_\_\_\_\_ (Given Name 名字) \_\_\_\_\_ (「申索人」)

(ii) **Identification** 身分證明

HKID Card 香港身份證

Passport 護照 (Applicable ONLY for an individual without HKID Card 僅供沒有香港身份證人士填寫)

Document No. 證件號碼

(iii) **Contact Details** 聯絡資料

a. Mobile Phone No. 手提電話號碼

(Country / Area Code #  
國家/地區編號 #)

# SMS (if applicable) will be sent to Hong Kong mobile phone no. only. If no country / area code is provided, it will be defaulted to "Hong Kong (852)". 短訊 (如適用) 只發送至香港手提電話號碼。如未有提供國家/地區編號, 將預設為「香港 (852)」。

b. Daytime Phone No. / Secondary Telephone No.  
日間聯絡電話號碼/第二聯絡電話號碼

(Country / Area Code #  
國家/地區編號 #)

c. Email Address 電郵地址 (If any 如有)

(iv) **Correspondence Address** 通訊地址 (Please provide either English OR Chinese address 請提供英文或中文地址)

Flat / Room  
單位/室

Floor  
層數

Block  
座

Building / Estate  
大廈/屋苑

Street (Street No. and Street Name)  
街道 (街號及街道名稱)

District Area  
區域

Hong Kong  
香港

Kowloon  
九龍

New Territories  
新界

City  
城市

Country / Region  
國家/地區

Postal code  
郵政編號

◆ Applicable to address outside Hong Kong only 只適用於香港以外地址

(2) **Scheme Member Details** 計劃成員資料 (If different from the Claimant 如與申索人不同)

(i) **Name** <sup>Note 2</sup> 姓名 <sup>註 2</sup> (As shown on HKID Card / Passport 與香港身份證/護照上的姓名相同)

Surname in English 英文姓氏

Given Name in English 英文名字  ("the Member")

Name in Chinese 中文姓名 (Surname 姓氏) \_\_\_\_\_ (Given Name 名字) \_\_\_\_\_ (「成員」)

(ii) **Identification** 身分證明

HKID Card 香港身份證


Passport 護照 (Applicable ONLY for an individual without HKID Card 僅供沒有香港身份證人士填寫)

Document No. 證件號碼







Submission Channels 遞交途徑	Enquiries 查詢
1. Post: PO Box 98929 Tsim Sha Tsui Post Office 郵寄：尖沙咀郵政局郵政信箱 98929 號  2. Drop-in Box in any one of the eMPF Service Centres below 下列任何一間積金易服務中心的投遞箱  3. Email address 電郵地址： <a href="mailto:forms@support.empf.org.hk">forms@support.empf.org.hk</a>  4. Fax 傳真：3197 2988   Please do <b>NOT</b> submit duplicate copies to avoid duplication. 請勿遞交相同表格，以免重複。	1. eMPF Customer Service Hotline 積金易客戶服務熱線：183 2622  2. Email address 電郵地址： <a href="mailto:enquiry@support.empf.org.hk">enquiry@support.empf.org.hk</a>  3. Fax 傳真：3197 2922

### 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	Kowloon 九龍	New Territories 新界
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	Suites 1204-6, 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 1204-6 室	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	

## EXPLANATORY NOTES 註釋

- For a claim for payment of benefits on the grounds of death, only personal representatives within the meaning of the Mandatory Provident Fund Schemes Ordinance can be the Claimant to act on behalf of the deceased scheme member to claim for payment of the member's benefits. This includes a personal representative within the meaning of the Probate and Administration Ordinance ( Cap. 10 ) and the Official Administrator who gets in and administers an estate of a deceased scheme member in a summary manner without a grant or other legal formality under section 15 of that Ordinance. If there is more than one personal representative and the personal representatives have not authorized one of the representatives to act on behalf of other representatives to lodge the claim, all the personal representatives should submit the Claim Form jointly. Please use an additional blank sheet to provide details of the Claimants under Part A. Under such circumstances, this Form needs to be signed by all of the personal representatives and the cheque will be payable to joint bank account for the payment of the accrued benefits. 基於死亡的理由而提出的申索權益，只可由《強制性公積金計劃條例》所界定的遺產代理人作為申索人，代表已故計劃成員提出。這些人包括由《遺囑認證及遺產管理條例》( 第 10 章 ) 所界定的遺產代理人及按該條例第 15 條，在無須任何授予書或其他法律手續的情況下，將已故計劃成員的遺產收集及以簡易方式管理的遺產管理官。假如遺產代理人超過一名，而該些遺產代理人並未授權其中一人作為申索代表，則申索表格須由所有遺產代理人聯名提交。請就 A 部分另紙詳載各申索人的資料。在這種情況下，本表格須由所有遺產代理人聯署，支票抬頭將會以聯名戶口形式支付累算權益。
  - For a claim made on all other grounds of permanent departure from Hong Kong, total incapacity, terminal illness or small balance, either the scheme member or person(s) appointed as a committee of the estate of a mentally incapacitated person under the Mental Health Ordinance ( Cap. 136 ) ( the committee of the estate ) to act on behalf of the scheme member can be the Claimant to lodge the claim for payment of benefits. If there is more than one person appointed by the court as the committee of the estate, those persons should apply and sign in the capacity as the committee of the estate in accordance with those terms of appointment and any other requirements contained in the relevant court order. Please use an additional blank sheet provide details of the Claimants under Part A. Under such circumstance, this Form needs to be signed by all of the persons appointed by the court as the committee of the estate, unless the court authorizes otherwise. 基於所有其他理由 ( 即永久性地離開香港、完全喪失行為能力、罹患末期疾病或小額結餘 ) 而要求支付權益的申索，可由計劃成員或根據《精神健康條例》( 第 136 章 ) 獲委任代表精神上無行為能力的計劃成員行事的產業受託監管人 ( 產業受託監管人 ) 作為申索人提出。如法庭委任超過一人為產業受託監管人，該等人士應按照委任條款及有關法庭命令所載的任何其他規定，以產業受託監管人的身分提出申請及在相關文件簽署。請就 A 部分另紙詳載各申索人的資料。在此情況下，除非法庭另有授權，否則本表格須由所有獲法庭委任為該計劃成員的產業受託監管人的人士簽署。
- If a Claimant / scheme member does NOT possess a HKID Card, please fill in the name as shown on the passport. 如申索人 / 計劃成員沒有香港身份證，請填上護照上的姓名。
- The scheme member account no. or casual employee no. ( only applicable to casual employees of Industry Schemes ) is the number assigned by the eMPF Platform to the member concerned upon the onboarding of the scheme concerned to the eMPF Platform. To obtain the account number, you can register with the eMPF Platform and log-in to the eMPF Web Portal or the eMPF Mobile App. Alternatively, you may contact the eMPF Customer Service Hotline or visit the eMPF Service Centre or eMPF self-service kiosk. The scheme member account no. or casual employee no. ( only applicable to casual employees of Industry Schemes ) can also be found in the membership certificate, notice of acceptance, notice of participation or annual benefit statement issued by the eMPF Platform. If you are in doubt, please contact the eMPF Customer Service Hotline. 計劃成員帳戶號碼或臨時僱員號碼 ( 僅適用於行業計劃的臨時僱員 ) 即有關計劃加入積金易平台後，積金易平台為有關成員編配的號碼。你可在積金易平台註冊後，登入積金易網上平台或積金易流動應用程式，以獲取帳戶號碼。你亦可致電積金易客戶服務熱線或前往積金易服務中心或積金易自助服務站，查詢帳戶號碼。計劃成員帳戶號碼或臨時僱員號碼 ( 僅適用於行業計劃的臨時僱員 ) 亦可於積金易平台發出的成員證明書、接納通知、參與通知或周年權益報表上查閱。如有疑問，請致電積金易客戶服務熱線查詢。
- In processing a claim for payment, the eMPF Platform may request the Claimant to produce the original documents for checking purpose, if necessary. 如有需要，積金易平台在處理付款申索時可能會要求申索人提交文件的正本，以核對資料。
- For a claim made by the committee of the estate on behalf of the scheme member, in addition to the required documents in respect of the scheme member, the following documents should be enclosed: 由產業受託監管人代表計劃成員提出的申索，除須提供有關該計劃成員的所需文件外，亦應夾附以下文件：
  - a copy of the evidence of the status of the committee of the estate, i.e. the court order; 產業受託監管人身分的證明文件副本，即法庭命令的副本；
  - a copy of each Claimant's HKID Card for verification of the name and identity card number of the Claimant if the Claimant does not wish to present the card in person for verification <sup>Note 6</sup>; and 每名申索人的香港身份證副本，以供核對其姓名及身份證號碼 ( 如不擬親身出示申索人的香港身份證供核對有關資料 ) <sup>註 6</sup>；及

- (iii) the statutory declaration form made by the committee of the estate for a claim for payment of benefits ( MPF(S) – W(SD4) )<sup>Note 7</sup> ( if applicable ). Where such a statutory declaration has been made and enclosed with the claim, the statutory declaration form ( MPF(S) – W(SD2) and MPF(S) – W(SD3) ) for claims made on the grounds of permanent departure from Hong Kong and small balance respectively shall not be required. 產業受託監管人就申索權益所作的法定聲明表格 ( 第 MPF(S) – W(SD4) 號表格 )<sup>註 7</sup> ( 如適用 )。如使用該表格作出聲明並把該表格夾附於本申索，便無須提交基於永久性地離開香港及小額結餘的理由作出申索的法定聲明表格 ( 即第 MPF(S) – W(SD2) 號表格及第 MPF(S) – W(SD3) 號表格 )。
6. For a Claimant / scheme member who does NOT possess a HKID Card, a copy of the passport ( only pages with personal particulars and passport no. ) should be provided to the eMPF Platform for verification of the name and passport no. of the Claimant / scheme member if the Claimant / scheme member does not wish to present the passport in person for verification. 如申索人 / 計劃成員沒有香港身份證，而又不擬親身出示護照以供核對資料，則須提供護照副本 ( 只須提供載有個人資料及護照號碼之頁 )，以供積金易平台核對申索人 / 計劃成員的姓名及護照號碼。
7. The statutory declaration must be a valid statutory declaration in the place where the declaration is made ( e.g. in Hong Kong, the statutory declaration should be made before and signed by a Commissioner for Oaths ( e.g. at a Public Enquiry Service Centre of the Home Affairs Department ) or a Notary Public or a Justice of the Peace ). A statutory declaration made in a place other than Hong Kong is also acceptable provided that it is made before and signed by a Notary Public or a person authorized under the law of that place to administer an oath or take a statutory declaration. 法定聲明必須是一份屬該聲明宣誓所在地有效的法定聲明 ( 例如在香港，法定聲明須在監督員 ( 例如在民政事務總署諮詢服務中心 ) 或公證人或太平紳士面前作出，並由他們簽署 )。在香港以外地方所作的法定聲明，只要是在公證人或獲該地法律授權監督或監理法定聲明的人士面前作出，並由他們簽署，亦可予接受。
8. A medical certificate certifying total incapacity ( Form MPF(S) – W(M) ) or terminal illness ( Form MPF(S) – W(T) ) shall be signed by a medical practitioner who must be either 證明計劃成員完全喪失行為能力的醫學證明書 ( 第 MPF(S) – W(M) 號表格 ) 或罹患末期疾病的醫學證明書 ( 第 MPF(S) – W(T) 號表格 ) 須由下述醫生簽署 –
- (i) a registered medical practitioner who is registered under the Medical Registration Ordinance ( Cap. 161 ), i.e., 根據《醫生註冊條例》( 第 161 章 ) 註冊的註冊醫生，即：
- (a) a person who is duly registered as a medical practitioner with the Medical Council of Hong Kong; or 在香港醫務委員會正式註冊為醫生的人；或
- (b) a person who is deemed to be registered as a medical practitioner under the Medical Registration Ordinance ( Cap. 161 ) ( i.e. persons who are exempted from registration ); or 獲視作根據《醫生註冊條例》( 第 161 章 ) 註冊成為醫生的人 ( 即獲豁免無須註冊的人 )；或
- (ii) a registered Chinese medicine practitioner, within the meaning assigned to it by section 2(1) of the Chinese Medicine Ordinance ( Cap. 549 ). 《中醫藥條例》( 第 549 章 ) 第 2(1) 條所界定的註冊中醫。
9. For a claim for payment of benefits on the grounds of total incapacity, the Claimant shall ask a medical practitioner to fill in the Form MPF(S) – W(M) and attach it to the Form MPF(S) – W(O). For a Claimant who also claims long service payment on the grounds of permanent unfitness for his present job under the Employment Ordinance ( Cap. 57 ), the Claimant may use the form "Certificate of an employee's permanent unfitness for a particular type of work" under that Ordinance to substitute for the Form MPF(S) – W(M) for the purpose of claiming payment of MPF benefits on the grounds of total incapacity. 基於完全喪失行為能力的理由而提出的申索權益，申索人須請醫生填寫第 MPF(S) – W(M) 號表格並夾附於第 MPF(S) – W(O) 號表格。申索人如按《僱傭條例》( 第 57 章 ) 的規定，以永久不適合擔任其現時工作為理由而同時申索長期服務金，則可採用按該條例填寫的「證明僱員永久不適合擔任某類工作的證明書」，替代填寫第 MPF(S) – W(M) 號表格，以提出基於完全喪失行為能力的理由而支付強積金權益的申索。
10. For a claim made by a scheme member for payment of benefits from a contribution account on the grounds of terminal illness, the scheme member may continue his/her current employment or current self-employment after he/she has received the payment of benefits. In that case, future contributions made by the employer ( both employer and employee portions ) or by the self-employed person will continue to be made to the contribution account. If the scheme member wishes to withdraw the benefits derived from future contributions and transfer-in benefits ( if any ) in the contribution account again, he/she should lodge another claim for payment of benefits. 計劃成員如基於罹患末期疾病的理由而要求從供款帳戶提取權益，該計劃成員在獲支付權益後，可能繼續從事其現時的受僱或自僱工作。在此情況下，僱主日後作出的供款 ( 包括僱主及僱員部分 ) 或該自僱人士日後作出的供款，將繼續分配至該供款帳戶。計劃成員如欲再度從該供款帳戶提取由未來供款及轉入的權益 ( 如有 ) 所產生的權益，須另行提出權益的申索。

## GUIDE TO CLAIM FOR PAYMENT OF MPF ACCRUED BENEFITS ( BENEFITS ) ON GROUNDS OF PERMANENT DEPARTURE FROM HONG KONG / TOTAL INCAPACITY / TERMINAL ILLNESS / SMALL BALANCE / DEATH 基於永久性地離開香港 / 完全喪失行為能力 / 罹患末期疾病 / 小額結餘 / 死亡的理由而申索強積金累算權益 ( 權益 ) 指南

### Reminder Before Submitting a Claim 提交申索前須注意的事項

1. Withdrawal of benefits derived from voluntary contributions paid pursuant to section 11 of the Mandatory Provident Fund Schemes Ordinance ( "the Ordinance" ) is subject to the governing rules of the scheme concerned. Please check the information from the MPF Scheme Brochure and the Key Scheme Information Document ( "KSID" ) of the scheme concerned, which can be found on the website of the MPFA ( [www.mpfa.org.hk](http://www.mpfa.org.hk) ). Please contact the eMPF Customer Service Hotline / the relevant trustee(s) for details. 就依據《強制性公積金計劃條例》(《條例》)第 11 條支付的自願性供款所產生的權益而言，提取權益須受有關計劃的管限規則所規限。詳情請查閱有關計劃的強積金計劃說明書及主要計劃資料文件，該文件可於積金局 ( [www.mpfa.org.hk](http://www.mpfa.org.hk) ) 的網頁下載。請致電積金易客戶服務熱線 / 聯絡有關受託人瞭解詳情。
2. Withdrawal of benefits derived from tax deductible voluntary contributions paid pursuant to section 11A of the Ordinance is subject to the same withdrawal requirements as those for withdrawal of benefits derived from mandatory contributions ( except that under section 11A(3), certain provisions relating to offsetting of severance payments or long service payments, and protection of benefits from creditors and others, do not apply ). 就依據《條例》第 11A 條存入的可扣稅自願性供款所產生的權益而言，提取權益須受與提取由強制性供款所產生的權益相同的提取規定所規限 ( 惟根據第 11A(3) 條，若干與對沖遣散費或長期服務金有關，以及與保障債權人及其他人士的權益有關的條文並不適用 )。
3. Withdrawal of benefits out of a guaranteed fund may result in some or all of the guarantee conditions not being satisfied; thus affecting your entitlement to the guarantee. Please check the MPF Scheme Brochure and the KSID of the scheme or contact the relevant trustee(s) for details. 若從保證基金提取權益，可能導致你不符合部分或所有保證條件，以致影響你享有保證的資格。詳情請查閱計劃的強積金計劃說明書及主要計劃資料文件或聯絡有關受託人。
4. The price of fund units may change due to market fluctuations and may go down as well as up. The price of fund units on the date when you submit a claim form to the eMPF Platform may be different from that on the date when the fund units are redeemed. 基金單位價格會因市場波動而出現變化，單位價格可跌亦可升。你向積金易平台提交申索表格當日的基金單位價格，或會與贖回基金單位當日的價格有所不同。
5. If your benefits are currently invested according to the default investment strategy ( DIS ) of the MPF scheme, you should be aware that the de-risking mechanism of the DIS starts at the age of 50. If the annual de-risking of your investments in the DIS of the MPF scheme and your claim for payment of benefits take place at around the same time, the eMPF Platform shall sequence the de-risking and the claim in accordance with its procedures and in compliance with the Ordinance. Please contact the eMPF Customer Service Hotline if you wish to know the details of how the eMPF Platform handles these transactions. 如現時你的強積金計劃的權益是按照計劃的預設投資策略投資，請留意預設投資策略的降低投資風險機制，會由計劃成員年滿 50 歲開始運作。如積金易平台在預設投資策略下按年降低你的強積金計劃投資的風險的時間，與接獲你的申索權益申請的時間相當接近，積金易平台將根據其運作程序及在符合《條例》規定的情況下，訂定處理降低風險及申索權益的次序。如欲瞭解積金易平台如何處理該等交易，請致電積金易客戶服務熱線查詢詳情。
6. If there is contribution / transfer-in benefits / asset switching / redemption in progress, withdrawal request will be processed after the contribution / transfer-in benefits / asset switching / redemption is completed. 如正在處理供款 / 權益轉入 / 資產轉換 / 基金贖回，提取指示將於供款 / 權益轉入 / 資產轉換 / 基金贖回完成後才獲處理。













### Enquiries 查詢

1. Please contact the eMPF Customer Service Hotline at 183 2622 or via email at [enquiry@support.empf.org.hk](mailto:enquiry@support.empf.org.hk) for enquiries about account details or contact the relevant approved trustee(s) for enquiries about the information on specific schemes or funds. 如欲查詢帳戶詳情，請致電積金易客戶服務熱線 183 2622 或發送電郵至 [enquiry@support.empf.org.hk](mailto:enquiry@support.empf.org.hk)；如欲查詢個別計劃或基金的資料，請聯絡相關核准受託人。
2. For general enquiries regarding a claim for payment of benefits, please contact the eMPF Customer Service Hotline. 有關申索權益的一般查詢，請致電積金易客戶服務熱線。













## APPENDIX A: LIST OF "PERSONAL INFORMATION COLLECTION STATEMENT" ( "PICS" ) OF THE eMPF PLATFORM AND THE MPF SCHEMES

### 附錄 A: 積金易平台及強積金計劃《收集個人資料聲明》(「聲明」)列表

Below are the PICS of the eMPF Platform and the MPF schemes. Please download and read the PICS of the eMPF Platform and the MPF scheme(s) via visiting the website of the eMPF Platform or scanning respective QR code. Alternatively, you may also get a copy of the PICS by calling eMPF Customer Service Hotline 183 2622 or visiting any one of the eMPF Service Centres. 下列為積金易平台及強積金計劃的「聲明」。請瀏覽積金易平台的網頁或掃描相關二維碼下載及詳閱積金易平台及強積金計劃「聲明」。你亦可致電積金易客戶服務熱線 183 2622 或到訪任何一間積金易服務中心索取「聲明」副本。

Personal Information Collection Statement of the eMPF Platform 積金易平台收集個人資料聲明		Link / QR Code 連結 / 二維碼
The eMPF Platform 積金易平台		<a href="https://empf.org.hk/pics/en">https://empf.org.hk/pics/en</a> 
Personal Information Collection Statement of the MPF Schemes 強積金計劃收集個人資料聲明		
Scheme Name 計劃名稱	Trustee Name 受託人名稱	Link / QR Code 連結 / 二維碼
AIA MPF - Prime Value Choice 友邦強積金優選計劃	AIA Company (Trustee) Limited 友邦(信託)有限公司	<a href="https://empf.org.hk/pics_aia">https://empf.org.hk/pics_aia</a> 
AMTD MPF Scheme AMTD 強積金計劃	Bank Consortium Trust Company Limited 銀聯信託有限公司	<a href="https://empf.org.hk/pics_bctad">https://empf.org.hk/pics_bctad</a> 
BCOM Joyful Retirement MPF Scheme 交通銀行愉盈退休強積金計劃	Bank of Communications Trustee Limited 交通銀行信託有限公司	<a href="https://empf.org.hk/pics_bocom">https://empf.org.hk/pics_bocom</a> 
BCT (MPF) Industry Choice BCT (強積金) 行業計劃	Bank Consortium Trust Company Limited 銀聯信託有限公司	<a href="https://empf.org.hk/pics_bctic">https://empf.org.hk/pics_bctic</a> 
BCT (MPF) Pro Choice BCT 積金之選		<a href="https://empf.org.hk/pics_bctpc">https://empf.org.hk/pics_bctpc</a> 
BCT Strategic MPF Scheme BCT 強積金策略計劃		<a href="https://empf.org.hk/pics_bctsg">https://empf.org.hk/pics_bctsg</a> 
BEA (MPF) Industry Scheme 東亞(強積金)行業計劃	Bank of East Asia (Trustees) Limited 東亞銀行(信託)有限公司	<a href="https://empf.org.hk/pics_beais">https://empf.org.hk/pics_beais</a> 
BEA (MPF) Master Trust Scheme 東亞(強積金)集成信託計劃		<a href="https://empf.org.hk/pics_beamt">https://empf.org.hk/pics_beamt</a> 
BEA (MPF) Value Scheme 東亞(強積金)享惠計劃		<a href="https://empf.org.hk/pics_bea">https://empf.org.hk/pics_bea</a> 
BOC-Prudential Easy-Choice Mandatory Provident Fund Scheme 中銀保誠簡易強積金計劃	BOCI-Prudential Trustee Limited 中銀國際英國保誠信託有限公司	<a href="https://empf.org.hk/pics_bociec">https://empf.org.hk/pics_bociec</a> 
China Life MPF Master Trust Scheme 中國人壽強積金集成信託計劃	China Life Trustees Limited 中國人壽信託有限公司	<a href="https://empf.org.hk/pics_chinalife">https://empf.org.hk/pics_chinalife</a> 

**Personal Information Collection Statement of the MPF Schemes 強積金計劃收集個人資料聲明**

Scheme Name 計劃名稱	Trustee Name 受託人名稱	Link / QR Code 連結 / 二維碼
Fidelity Retirement Master Trust 富達退休集成信託	HSBC Provident Fund Trustee (Hong Kong) Limited	<a href="https://empf.org.hk/pics_hsbdfd">https://empf.org.hk/pics_hsbdfd</a> 
Haitong MPF Retirement Fund 海通 MPF 退休金		<a href="https://empf.org.hk/pics_hsbcht">https://empf.org.hk/pics_hsbcht</a> 
Hang Seng Mandatory Provident Fund - SuperTrust Plus 恒生強積金智選計劃		<a href="https://empf.org.hk/pics_hsbchs">https://empf.org.hk/pics_hsbchs</a> 
HSBC Mandatory Provident Fund - SuperTrust Plus 滙豐強積金智選計劃		<a href="https://empf.org.hk/pics_hsbchb">https://empf.org.hk/pics_hsbchb</a> 
Manulife Global Select (MPF) Scheme 宏利環球精選 (強積金) 計劃	Manulife Provident Funds Trust Company Limited 宏利公積金信託有限公司	<a href="https://empf.org.hk/pics_manl">https://empf.org.hk/pics_manl</a> 
Manulife RetireChoice (MPF) Scheme 宏利退休精選 (強積金) 計劃	Bank Consortium Trust Company Limited 銀聯信託有限公司	<a href="https://empf.org.hk/pics_bctrc">https://empf.org.hk/pics_bctrc</a> 
MASS Mandatory Provident Fund Scheme 萬全強制性公積金計劃	YF Life Trustees Limited 萬通信託有限公司	<a href="https://empf.org.hk/pics_yflife">https://empf.org.hk/pics_yflife</a> 
My Choice Mandatory Provident Fund Scheme 我的強積金計劃	BOCI-Prudential Trustee Limited 中銀國際英國保誠信託有限公司	<a href="https://empf.org.hk/pics_bocimc">https://empf.org.hk/pics_bocimc</a> 
Principal MPF – Simple Plan 信安強積金 – 易富之選	Principal Trust Company (Asia) Limited 信安信託 (亞洲) 有限公司	<a href="https://empf.org.hk/pics_prinsp">https://empf.org.hk/pics_prinsp</a> 
Principal MPF – Smart Plan 信安強積金 – 明智之選		<a href="https://empf.org.hk/pics_prinsm">https://empf.org.hk/pics_prinsm</a> 
Principal MPF Scheme Series 800 信安強積金計劃 800 系列		<a href="https://empf.org.hk/pics_prins8">https://empf.org.hk/pics_prins8</a> 
SHKP MPF Employer Sponsored Scheme 新地強積金僱主營辦計劃	Standard Chartered Trustee (Hong Kong) Limited 渣打信託 (香港) 有限公司	<a href="https://empf.org.hk/pics_sc">https://empf.org.hk/pics_sc</a> 
Sun Life Rainbow MPF Scheme 永明彩虹強積金計劃	Sun Life Trustee Company Limited 永明信託有限公司	<a href="https://empf.org.hk/pics_sun">https://empf.org.hk/pics_sun</a> 