友邦香港
香港北角電氣道 183 號
友邦廣場 12 樓

AIA Hong Kong
12/F, AIA Tower
183 Electric Road
North Point
Hong Kong

Attn:	All EDD & Honorable Advisors / EDDs / PSDDs / SDDs / DDs / MICs / Agency Leaders / Financial Planners (Hong Kong)	From:	Victor Man
Copy:	Mr. Alger Fung / Ms. Amelie Shen / Ms. Amy Chan / Mr. Louie Ho / All Department Heads / ABDD Executives / CSBD Agency Executives / IVS Executives	Dept:	Corporate Solutions
Date:	29 April 2026	Total pages:	4

Subject: **(A260469) 推出「強積金僱主申請」之預先檢核及拒絕原因轉達服務**
Launch of "MPF Employer Application" Pre-screening and Rejection Reason Communication Services

為協助營業同事提升遞交「強積金僱主申請」的成功率，**企業業務將於 2026 年 5 月 4 日推出僱主申請之「申請預先檢核（「預檢」）服務」及「積金易平台（「eMPF」）拒絕原因轉達服務」**，詳情如下：

僱主申請表預先檢核服務

此服務為**選用服務***，旨在於文件正式提交至 eMPF 前，為營業同事提供行政支援（只適用於僱主申請），以協助減少因資料遺漏或不正確而導致的行政延誤。

1. **程序與文件要求**
   - 營業同事需將僱主申請表及相關文件電郵至：mpferapplication@aia.com。郵件主旨務必註明「**公司名稱**」及「**商業登記證（BR）編號**」。
   - **接受預檢之文件**：僅限於僱主申請表及相關文件，包括但不限於 BR 副本、公司註冊證明書（CI）副本、授權人身分證副本、董事名單、公司章程（M&A）、週年申報表及股權架構圖。
   - **不接受預檢之文件**：為確保行政效率，請勿發送與僱主申請無關的文件（如個人賬戶成員申請表格、計劃轉移表格、直接付款授權、供款結算書或成員登記表格）。
   - 企業業務會透過電郵方式回覆是否需要提交額外文件或修正相關資料。
   - 如需企業業務提供支援，請致電 AIA 企業業務熱線 (852) 2100 1828。
2. **回覆時間**
   - 新個案：**5 個工作天內**（由收到郵件後之次一個工作日起計算）回覆預檢結果。
   - 重新提交個案：**3 個工作天內**（由收到郵件後之次一個工作日起計算）回覆預檢結果。
3. **重要事項**
   - **本服務僅屬「預先檢核」。企業業務完成預檢後，不會將僱主申請表及相關文件轉交至 eMPF。營業同事或僱主必須自行直接向 eMPF 提交正式申請。**
   - **僱主申請表之收件日期將以 eMPF 實際接收日期為準。**
   - **最終審核結果或處理時間將以 eMPF 的決定為準。即使通過公司預檢，eMPF 仍可能不接納申請，或要求提交額外文件及修正相關資料。**
   - **請為每個僱主申請獨立提交電郵，切勿將多個申請合併發送。**
   - **mpferapplication@aia.com 僅供提交僱主申請表及相關文件進行預檢之用，請勿傳送與僱主申請無關的文件或進行一般查詢。**

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*此為企業業務提供的選擇性服務。營業同事亦可選擇將文件直接提交至 eMPF，以避免任何延誤。

僱主申請之 eMPF 拒絕原因轉達服務

為協助營業同事跟進 eMPF 未能受理的申請個案（只適用於僱主申請），企業業務將轉達 eMPF 所提供的未能處理原因：

1. **流程**

- 此服務僅適用於**已提交強積金客戶聲明及同意書**或**曾提交預檢**之個案。
- 當僱主申請正式提交至 eMPF 後，營業同事應立即同時向企業業務提交**強積金客戶聲明及同意書**及電郵至 mpfconsent@aia.com。
- **強積金客戶聲明及同意書**內必須清晰註明商業登記證（BR）號碼及營業員編號，以便企業業務系統識別個案。
- 企業業務在收到 eMPF 所提供的未能處理原因後，將以電郵（mpferapplication@aia.com）轉發予相關營業同事。
- 如需企業業務提供支援，請致電 AIA 企業業務熱線（852）2100 1828。

2. **重要事項**

- **所有文件審核結果或處理時間均以 eMPF 作出的決定為準。**
- **營業同事亦可直接向 eMPF 查詢詳情，並將補交文件或修正資料直接提交至 eMPF 平台。**
- **此電郵僅供轉達 eMPF 所提供的未能處理原因，請勿提交其他文件或進行一般查詢。**

如有任何查詢，歡迎與負責 貴區之企業業務營業拓展部同事聯絡。

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To help Financial Planners improve the success rate of "MPF Employer Application", **Corporate Solutions will launch the "Application Form Pre-screening Service" and the "eMPF Platform (eMPF) Rejection Reason Communication Service" on 4 May 2026**. Details are as follows:

Employer Application Form Pre-screening Service

This is an **optional service*** designed to provide administrative support (applicable to employer applications only) before documents are formally submitted to eMPF. It aims to help reducing administrative delays caused by missing or incorrect information.

1. **Procedures and Document Requirements**

- Financial Planners should email the Employer Application Form and supporting documents to: mpferapplication@aia.com. Please ensure the email subject includes the **Company Name** and **Business Registration (BR) Number**.
- **Accepted Pre-screening Documents**: Employer application forms and supporting documents, including but not limited to: BR copy, Certificate of Incorporation (CI) copy, HKID copy of the Authorized Person, List of Directors, Articles of Association (M&A), Annual Return, and Ownership Structure Chart.
- **Excluded Pre-screening Documents**: To ensure administrative efficiency, please do not send documents that are unrelated to employer applications (e.g., Personal Account Member Application Forms, Scheme Transfer forms, Direct Debit Authorizations, Remittance Statements or member enrolment forms).
- Corporate Solutions will reply whether additional documents are required or if any information needs to be corrected via email.

2. **Response Time**

- New Cases: Results will be provided within **5 working days** (starting from the next working day after receipt).
- Resubmissions: Results will be provided within **3 working days** (starting from the next working day after receipt).

3. **Important Notes**

- **This service is "pre-screening" only. Once completed, Corporate Solutions will not forward the employer application forms and related documents to eMPF. Financial Planners or employers must submit the formal application to eMPF directly.**
- **The date of receipt of Employer Application Form will be based on the actual date the eMPF receives the application.**
- **The final approval result and processing time are subject to eMPF's decision . Even if the application passes the pre-screening, eMPF may still reject the application, request additional documents, or require further corrections.**
- **Please submit a separate email for each employer application. Do not combine multiple applications into one email.**
- **mpferapplication@aia.com is only for submitting employer application forms and related documents for pre-screening. Please do not send unrelated documents or general enquiries.**
- **For further support from Corporate Solutions, please call AIA Corporate Solutions Hotline at (852) 2100 1828.**

* This is an optional service provided by Corporate Solutions. Financial Planners may also choose to submit the documents directly to eMPF to avoid any delays.

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eMPF Rejection Reason Communication (Employer Applications)

To assist Financial Planners in following up on applications rejected by eMPF (applicable to employer applications only), Corporate Solutions will relay the rejection reasons provided by eMPF:

1. Process

- This service is only applicable to cases that have **submitted the MPF Customer Declaration and Consent Form** or **undergone pre-screening**.
- Once an Employer Application is formally submitted to eMPF, Financial Planners should immediately submit the **MPF Customer Declaration and Consent Form** to Corporate Solutions at the same time via mpfconsent@aia.com.
- The **MPF Customer Declaration and Consent Form** must clearly state the Business Registration (BR) number and agent code for the Corporate Solutions system to identify the case.
- Upon receiving the rejection reasons from the eMPF, Corporate Solutions will forward the reasons to relevant Financial Planner(s) via email (mpferapplication@aia.com).

2. Important Notes

- **All document review results and processing time are subject to eMPF's final decision.**
- **Financial Planners may also contact eMPF directly for further details, and resubmit all supplementary documents and/or corrected information directly to the eMPF platform.**
- **This email address is solely for relaying the reasons provided by eMPF for unsuccessful processing. Please do not submit other documents or general enquiries.**
- **For further support from Corporate Solutions, please call AIA Corporate Solutions Hotline at (852) 2100 1828.**

If you have any questions, please contact your designated Business Development Executives.

Yours faithfully,



Victor Man
Head of CS Business Development
Agency Distribution, Corporate Solutions

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