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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:	17 September 2026	Total pages:	3

Subject: **(A260947) 優化強積金行政流程：推出全新「強積金客戶聲明及同意書」及「僱主參與協議表格填寫指引」**
Streamlining MPF Administrative Processes: Launch of New "MPF Customer Declaration and Consent Form" and "Employer Participation Agreement Form Completion Guide"

為持續優化強積金業務行政流程，企業業務推出相關優化安排，**推行全新「友邦強積金客戶聲明及同意書（成員適用）」**；同時，為提升遞交「強積金僱主申請」的成功率及減少補件情況，**全新「僱主參與協議表格填寫指引」亦已同步於 eAC 正式推出**。

更新一：「友邦強積金客戶聲明及同意書（成員適用）」更新

「友邦強積金客戶聲明及同意書（成員適用）」（「同意書」）現已更新，並已上載至 eAC 以供使用。**新版本同意書內新增「成員賬戶資料發放授權指示」選項，讓成員在填寫同意書時，可自行選擇是否授權發放其賬戶資料。**

各類別「友邦強積金客戶聲明及同意書」之最新版本表格

類別	下載路徑	最新版本編號
成員適用（按此查閱表格）	eAC > 強積金 > 下載 > 表格	C45.2 (09/2026)
僱主適用（按此查閱表格）		C44_v3 (03-2026)
僱員適用（按此查閱表格）		C45.1 (09-2026)

重要事項
舊版本同意書將於 2026 年 12 月 31 日起不予受理，建議營業同事由即日起使用最新版本之表格。

更新二：推出「僱主參與協議表格填寫指引」

為進一步協助營業同事提升遞交「強積金僱主申請」的成功率，企業業務已將**最常見的申請疑問及錯誤整理成「僱主參與協議表格填寫指引（「指引」）」**（只提供繁體中文版，按此查閱），**並正式上載至 eAC 平台。**

- 下載路徑：**eAC > 強積金 > 工具 > 退休金資訊 > e-MPF 專欄**

重要事項
將指引配合現有的兩大僱主支援渠道一同使用，以確保申請流程順暢（詳情請參閱通告 A260769）。

1. **進行「僱主申請表預先檢核服務」**：
   於正式提交文件至 eMPF 前使用預先檢核服務，以協助減少因資料遺漏或不正確而導致的行政延誤。
2. **參考「僱主申請之 eMPF 拒絕原因」**：
   若 eMPF 未能受理的申請個案，企業業務將就已提交《強積金客戶聲明及同意書》的個案，向有關營業同事轉達 eMPF 所提供的未能處理原因，以助營業同事快速跟進。敬請營業同事在僱主參與協議正式提交至 eMPF 後，盡快將已簽署的《強積金客戶聲明及同意書》一併提交予企業業務，並電郵至 mpfconsent@aia.com，以加快個案處理及跟進進度。

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 continuously optimize MPF business administrative processes, Corporate Solutions (CS) is introducing relevant optimization arrangements. The new "MPF Customer Declaration and Consent Form (For Member Only)" is being rolled out. Meanwhile, to improve the success rate of "MPF Employer Application" submissions and minimize the need for supplementary documents, the new "Employer Participation Agreement Form Completion Guide" has also been synchronously launched on the eAC.

Update 1: Update on "AIA MPF Customer Declaration and Consent Form (For Members)"

The "AIA MPF Customer Declaration and Consent Form (For Members)" ("Consent Form") has been updated and uploaded to the eAC for use. A new "Member Account Information Release Authorization Instruction" option has been added to the new version of the Consent Form, allowing members to choose whether or not to authorize the release of their account information when completing the form.

Latest Versions of "MPF Customer Declaration and Consent Form"		
Category	**Download Path**	**Latest Version Code**
Applicable to Member (Click here to view the form)	eAC > MPF > Download > Form	C45.2 (09/2026)
Applicable to Employer (Click here to view the form)		C44_v3 (03-2026)
Applicable to Employee (Click here to view the form)		C45.1 (09-2026)

Important Note
Old versions of the Consent Forms will not be accepted starting 31 December 2026. **Please use the latest versions effective immediately.**

Update 2: Launch of "Employer Participation Agreement Form Completion Guide"

To help Financial Planners improve the success rate of submitting "MPF Employer Application", CS has compiled the most common application inquiries and errors into the "Employer Participation Agreement Form Completion Guide ("Guide")" (Traditional Chinese version only, click here to view), which has been officially uploaded to the eAC.

- Download Path：eAC > MPF > Tools > Pension News > e-MPF Corner

Important Note
Use the Guide in conjunction with the two existing employer support channels to ensure smooth application process (refer to memo A260769 for details).

1. Utilize the "Employer Application Form Pre-screening Service":
   Before officially submitting documents to eMPF, you are welcome to use the Pre-screening Service to help reduce administrative delays caused by missing or incorrect information.
2. Refer to the "eMPF Rejection Reasons for Employer Applications":
   If an application is rejected by eMPF, CS will relay the rejection reasons provided by eMPF to the relevant Financial Planner(s) for cases where the MPF Customer Declaration and Consent Form has been submitted, so as to facilitate prompt follow up. To expedite case handling and follow up, Financial Planner(s) are kindly requested to submit the duly signed MPF Customer Declaration and Consent Form to Corporate Solutions by emailing mpfconsent@aia.com as soon as possible after the ERA has been formally submitted to the eMPF.

If you have any questions, please contact your designated CSBD Agency Executives.

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Yours faithfully,



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