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183 Electric Road
North Point
Hong Kong

Memo

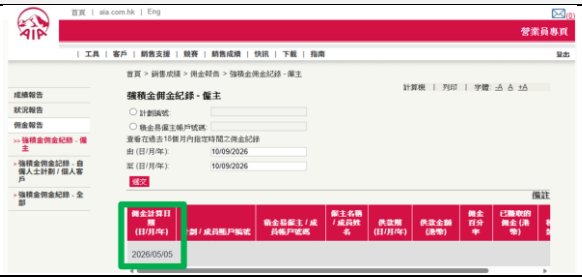
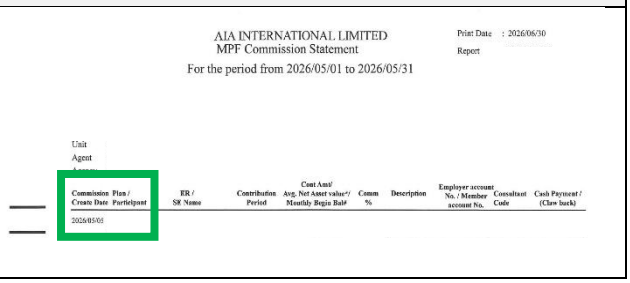
Attn:	All EDD & Honorable Advisors / EDDs / PSDDs / SDDs / DDs / MICs / Agency Leaders / Financial Planners (Hong Kong)	From:	Victor Man
Copy:	Mr. Alger Fung / Ms. Amelie Shen / Ms. Amy Chan / Mr. Louie Ho / All Department Heads / ABDD Executives / CSBD Agency Executives / IVS Executives	Dept:	Corporate Solutions
Date:	25 September 2026	Total pages:	3

Subject: **(A260988) 退休金營業員專頁（eAC）系統功能更新通知**
Functional Enhancements to Pension Agency Corner (eAC)

為了協助大家提供更優質的客戶服務，並持續提升系統的使用體驗，**退休金營業員專頁（eAC）已完成以下兩項重要功能更新**。更新詳情如下：

更新一：同步「強積金佣金歷史紀錄」顯示日期

為方便大家對照佣金紀錄，**eAC 內「強積金佣金歷史紀錄」所顯示的日期，現已調整至與「強積金佣金結算單」的日期完全一致**，讓資訊對接更加清晰。

eAC「強積金佣金歷史紀錄」	強積金佣金結算單
	

更新二：「僱主客戶名單」聯絡資料顯示

為提升客戶服務的跟進效率，eAC 系統已更新電話號碼顯示機制。系統過往僅顯示僱主的辦公室電話號碼，即使客戶已提供手機號碼亦無法直接檢視，**更新後之顯示機制：**

- **若客戶已提供手機號碼，系統將優先將手機號碼顯示為主要聯絡電話。**
- **若客戶未有提供手機號碼，系統則會繼續顯示其辦公室電話。**



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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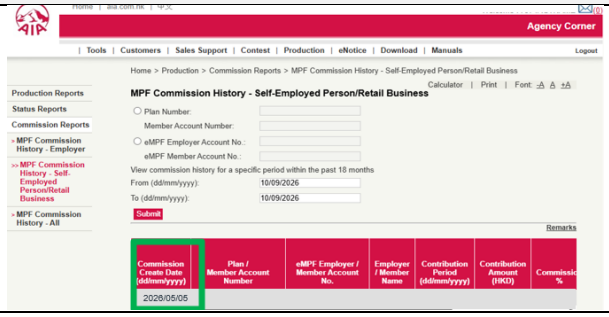
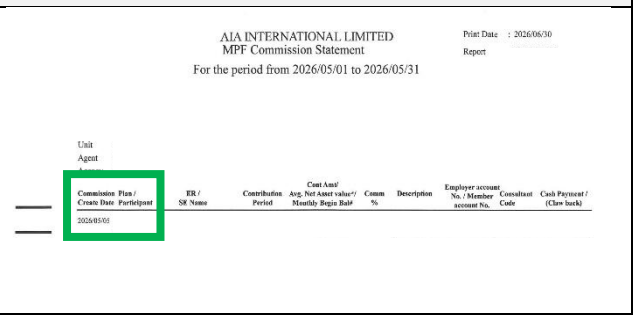
To support everyone in delivering better customer service and to continuously enhance the overall system experience, the Pension Agency Corner (eAC) has been updated with two key functional enhancements. Please find the details below:

Enhancement 1: Synchronization of "MPF Commission History" Display Date

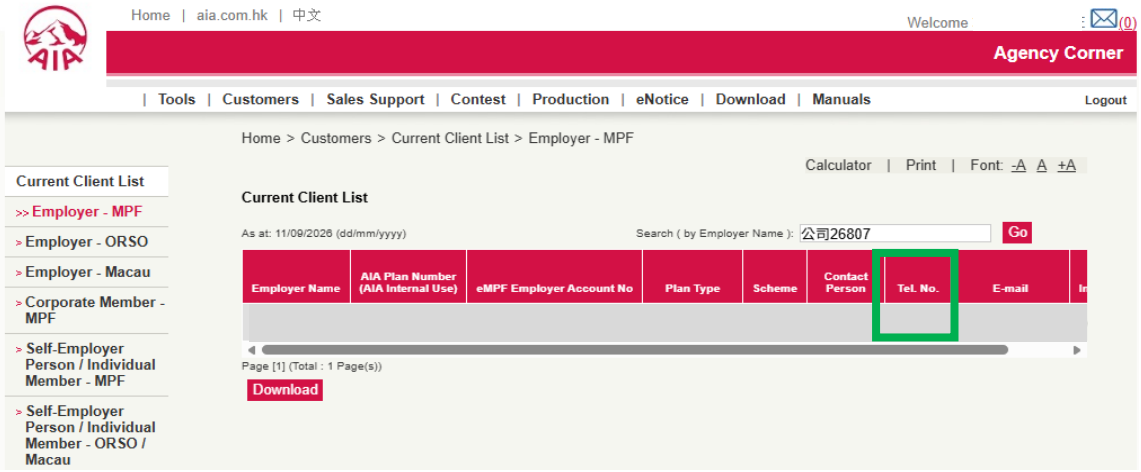
To facilitate alignment and review of commission records, the date displayed in the "MPF Commission History" within eAC has been updated to align fully with the "MPF Commission Statement", ensuring a clearer and more intuitive information mapping.

eAC "MPF Commission History"	MPF Commission Statement
	

Enhancement 2: Contact Information Display under "Employer Client List"

To improve the efficiency of customer service and follow-ups, the eAC system has updated its telephone number display mechanism. Previously, the system only displayed the employer's office number, making the mobile number unavailable for direct viewing even if it had been provided. The updated display mechanism is as follows:

- If a mobile number IS available, the system will prioritize and display the mobile number as the primary contact number.
- If mobile number IS NOT available, the system will continue to display the office number.



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

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Yours faithfully,



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

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