

Sun Life

Rainbow MPF Scheme

**Online Pension
Services Centre
Guide for
Employers**

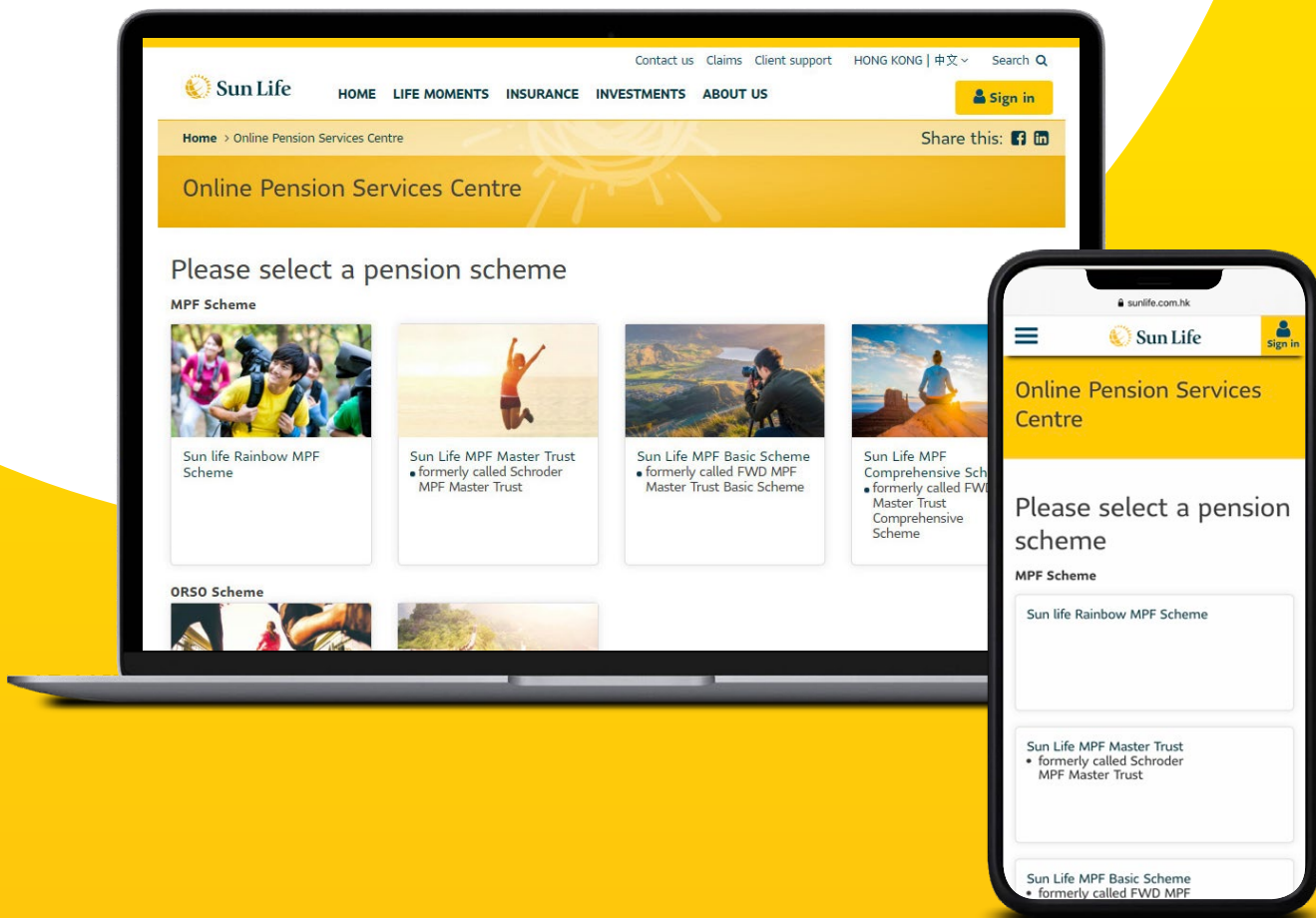


Getting Started

Whenever and Wherever, Always Be There for You

Online Pension Services Centre

Welcome to Online Pension Services Centre! We understand the challenges associated with managing an organization. To help you out, we partner with you to make your MPF administration experience carefree at the online portal Online Pension Services Centre. Follow this step-by-step guide and be prepared to be surprised by how simple this can be.

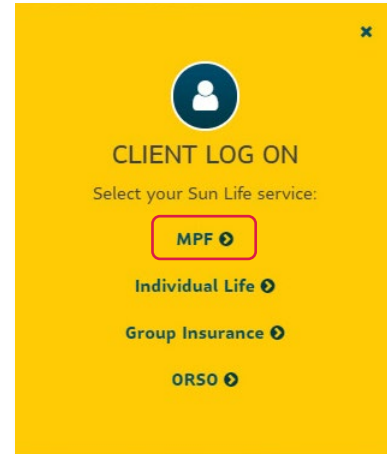
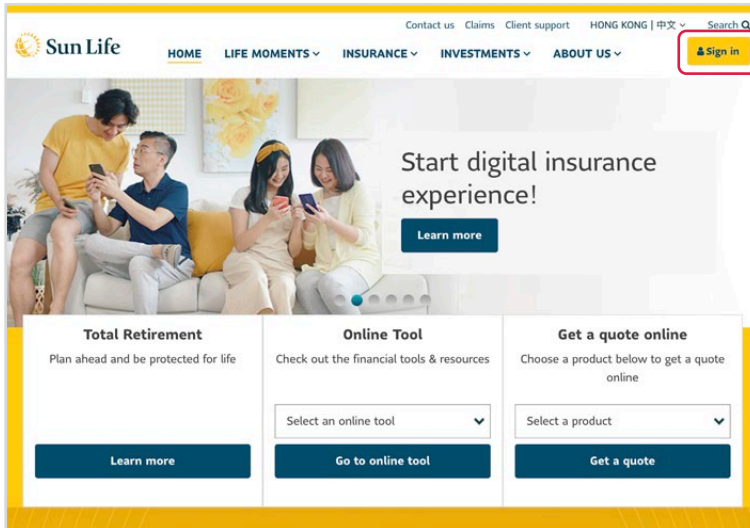


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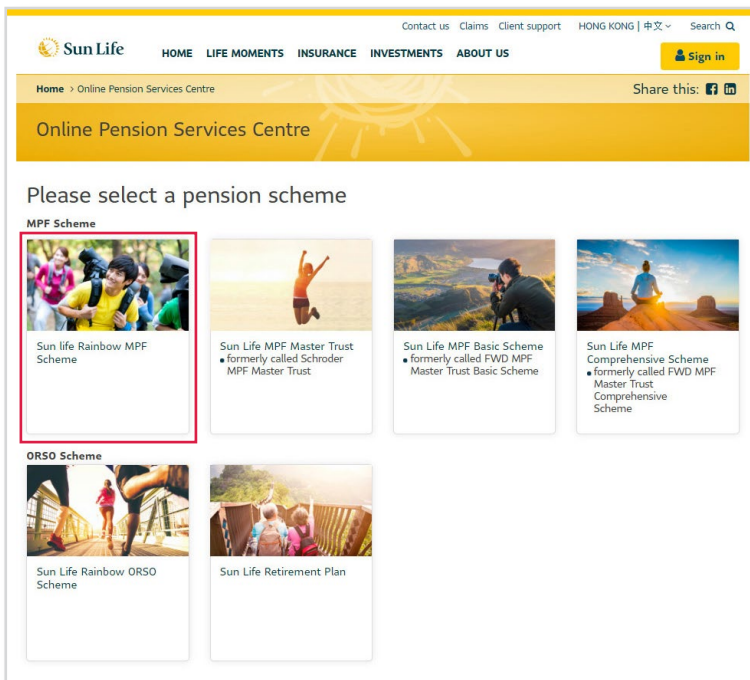
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1 Visit Online Pension Services Centre

1. Visit Sun Life Hong Kong's homepage www.sunlife.com.hk.
2. Select **Sign in** in the navigation bar → select **"MPF"**.



3. Select **"Sun Life Rainbow MPF Scheme"**.

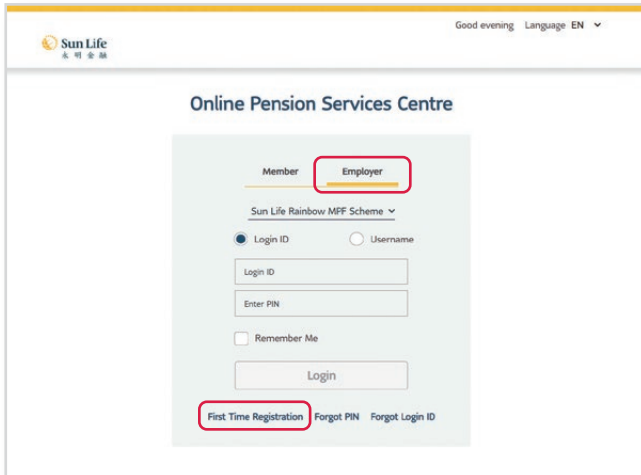


4. Then you have landed to the **Online Pension Services Centre!**

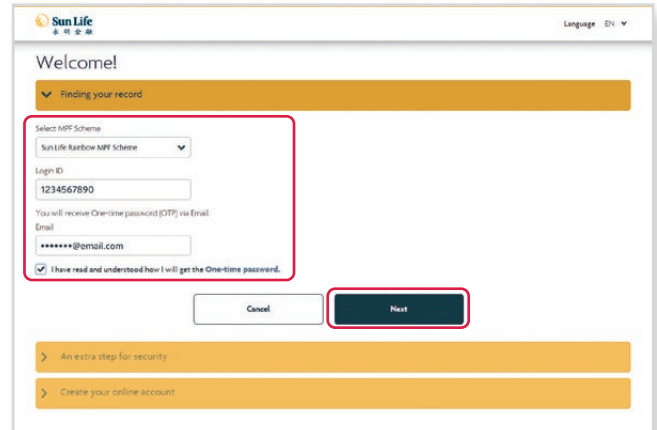
2 First Time Registration

For first time users, please follow the steps below to complete registration. If you have already registered, please login directly.

1. Select **"Employer"** at the login page → Select **"First Time Registration"**.

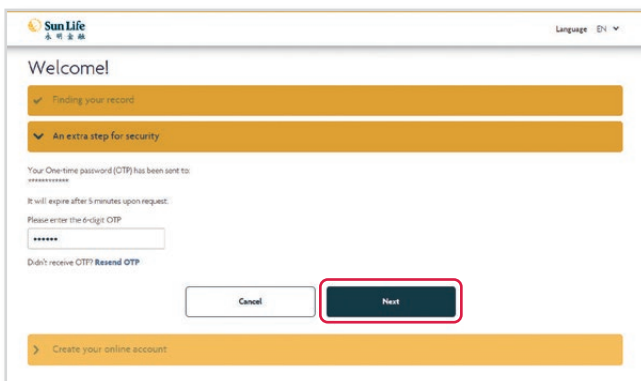


2. Select your **MPF Scheme** → Input your **login ID** with your **registered e-mail** for receiving **One-time password (OTP)** → Select **Next**.

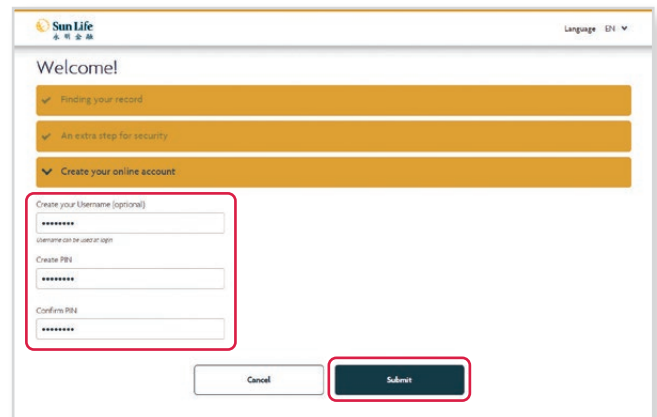


Tips: We have delivered your login ID via e-mail. Please check your e-mail to receive your own login ID.

3. You will receive your **One-time password (OTP)** via e-mail. Enter the **6-digit OTP** → Select **Next**.



4. Create your **username and PIN** → **Confirm PIN** → Select **Submit**.



Remarks: To secure your account information, the OTP will expire after 5 minutes upon request. Please select **"Resend OTP"** if necessary.

Congratulations!
Your registration has completed.



Tips: You can create your own username. **It only takes you a few minutes!**

3 Login and Logout

Almost there! Once you have finished the first time registration, you'll be on the way to enjoy our online services.

Login

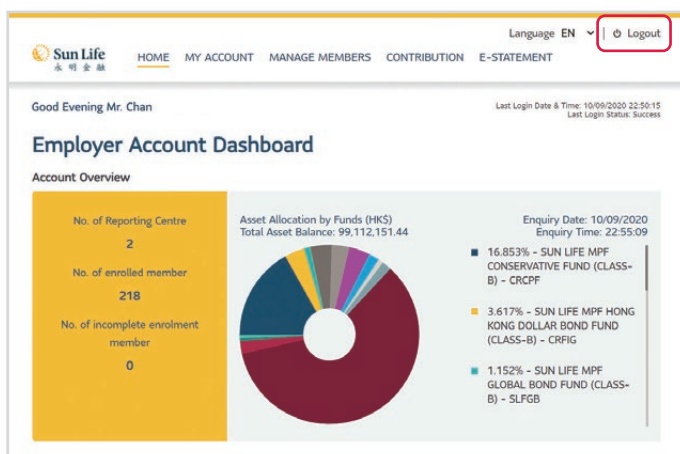
1. Go to [Online Pension Services Centre](#) → Select **"Employer"**.
2. Select your MPF Scheme.
3. Input your **Login ID / Username and PIN**.
4. Check the **"Remember Me"** box if you want to keep your login details in your device for simpler and faster future login.
5. Select **Login**, that's it!



Tips: If you are an existing client (it means you have joined this scheme before 5 October 2020), **your login ID = Employer Code + 00000**.



Remarks: If you have forgotten your PIN, you can select **"Forgot PIN"** to receive a One-time password and reset your PIN.



Logout

Please log out after visiting the Online Pension Services Centre.

1. Select **"Logout"** in the navigation bar.



Tips: Log out when you've finished - especially in case of a shared device!

2. Select **Confirm** if you are sure to logout.

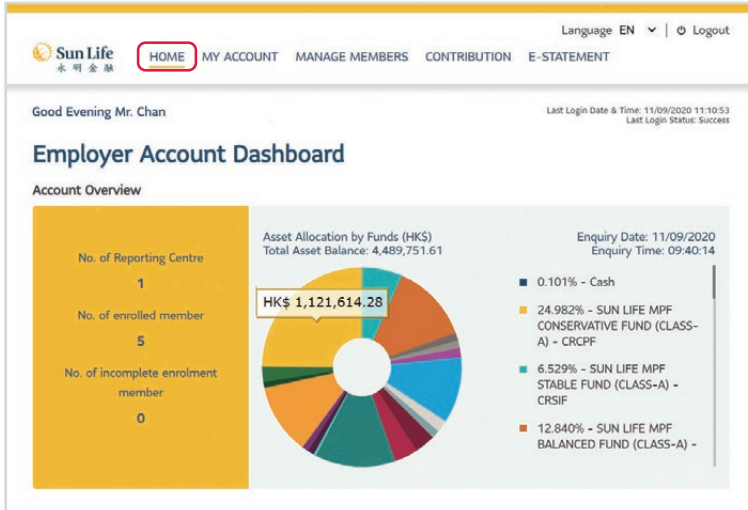


Remarks: To protect your account information, you will be automatically signed out after being idled for 15 minutes.

4 Home – Employer Dashboard

After logging in, you will be directly landed to the **Employer Account Dashboard** page. Here you can check a comprehensive summary on your reporting centres, enrolled members and asset allocation by funds.

Employer Account Dashboard



Tips: More importantly, you can simply view whether there are outstanding contributions and available balance left at a glance.



Remarks: You can always go back to this page by selecting **"Home"** in the navigation bar.



Tips: You can mouse-over on the Account Overview pie chart to view **fund balance**. You can also click on the pie chart for the **Historical Fund Price**.

Historical Fund Price Enquiry

Language EN | Logout

HOME MY ACCOUNT MANAGE MEMBERS CONTRIBUTION E-STATEMENT

Historical Fund Price Enquiry

Sun Life Rainbow MPF Scheme

SUN LIFE MPF CONSERVATIVE FUND (CLASS-B) - CRCPF-B

Select Time Frame: 1 year or Select Specific Period: From To

View Fund Price View Fund Price Chart Download Fund Price

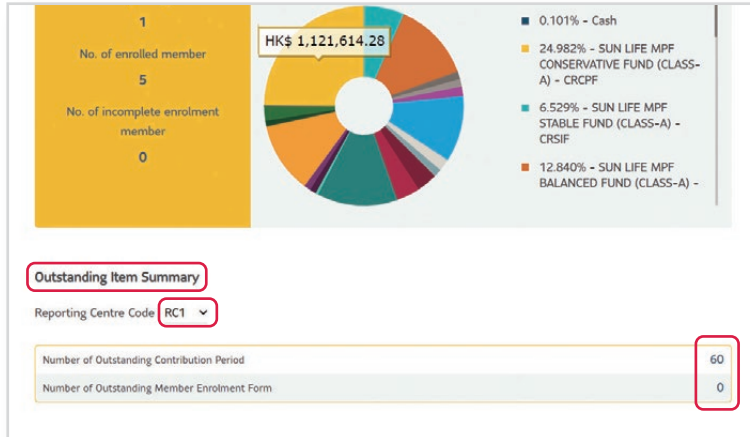
Important Notes:
Investment involves risks. The prices of units may fall as well as rise and past performance is not necessarily a guide to the future. Please refer to the MPF Scheme Brochure for details. Please note that the prices of units are for reference only. There may be time lag between the updated prices of units and those displayed here.

Please refer to [website](#) of Sun Life Hong Kong for the latest risk class of the constituent funds of Sun Life Rainbow MPF Scheme.

1. Select **particular constituent fund** and **time frame / specific period**.
2. Select **View Fund Price** / **View Fund Price Chart** to view details; or
3. Select **Download Fund Price** to download historical fund price in CSV format.

Outstanding Item Summary

1. Scroll down to view the **Outstanding Item Summary** under the Account Overview.



Tips: Here you can always be reminded if there are outstanding contribution period and outstanding member enrolment form to be handled.

2. Select the **Reporting Centre Code** drop-down menu to choose another reporting centre (if any) you would like to view.
3. Click on the corresponding **number of outstanding contribution period / member enrolment form** to view details.



Tips: You will be directly landed to the **Online Submission / Outstanding Contributions** page to proceed handling on contribution period(s) with outstanding contributions and/or contribution with discrepancy.

Choose Account Type

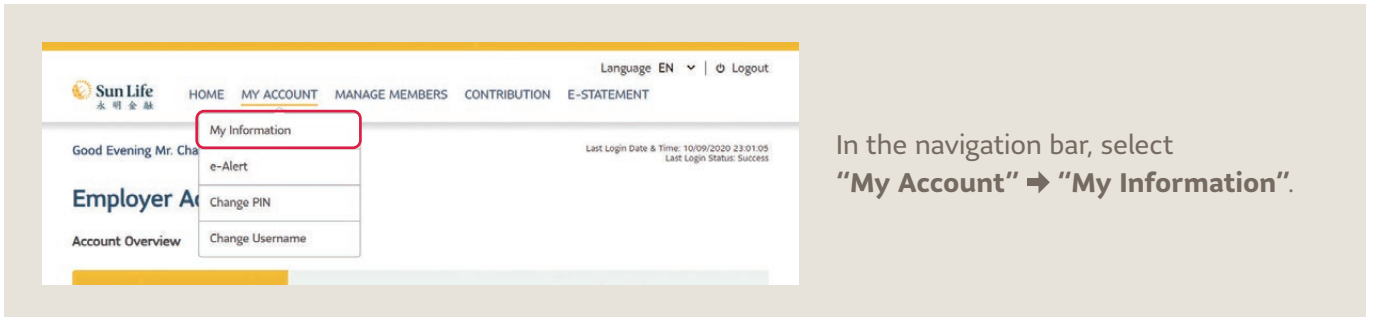
Employer Cash Account		Employer Forfeiture Account		
Date	Details	DR (HKD)	CR (HKD)	Balance (HKD)
Employer Account Transaction Aug 2019				
01/08/2019	Opening Balance			0.00
22/08/2019	Cheque Payment Cheque No. : # 41620202 Date of Cheque Received : 22/08/2019	-	3,000.00	-
23/08/2019	Cheque Payment Cheque No. : # 20201742 Date of Cheque Received : 23/08/2019	-	3,000.00	-
03/09/2019	Closing Balance			6,000.00
	Reserve Balance ^{NOTE1}			0.00
	Available Balance			6,000.00

4. Scroll down to view details of **Employer Cash Account / Employer Forfeiture Account**.

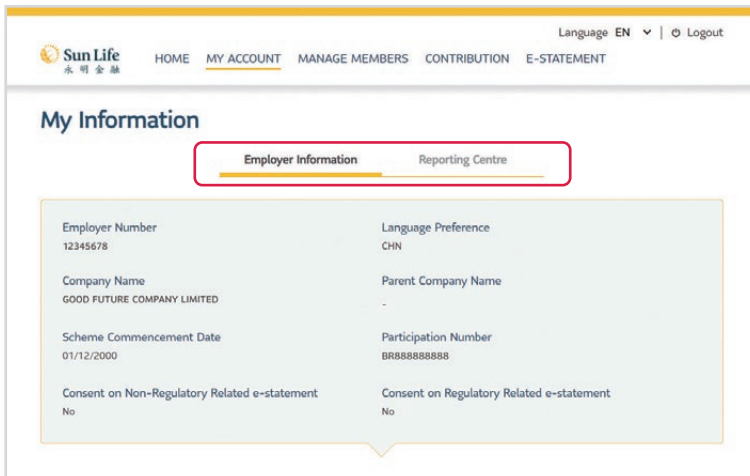
5 My Account

5.1 My Account – My Information

You can view your existing business information including contact person and details of reporting centre(s) in the **My Information** page.



1. Your latest business information is shown in the **Employer Information**.



Tips: You can switch to view information between your company and its reporting centre(s) by selecting "Employer Information" or "Reporting Centre".

2. For details of reporting centre(s), select "Reporting Centre" → Choose the particular reporting centre you would like to view by selecting ">".



Tips: Here you can view all of your reporting centres at a glance, sorted by "reporting centre code".

3. You will see details of the Reporting Centre including payee name and payroll frequency.

The screenshot shows the Sun Life 'My Information' page. At the top, there is a navigation bar with the Sun Life logo and menu items: HOME, MY ACCOUNT, MANAGE MEMBERS, CONTRIBUTION, and E-STATEMENT. The page title is 'My Information'. Below the title, there are two tabs: 'Employer Information' and 'Reporting Centre', with the latter being selected. The main content area displays the following details:

Reporting Centre Name	Payee Name
ABC REPORTING CENTRE	GOOD FUTURE COMPANY LIMITED
Reporting Centre Code	Payroll Frequency
RC1	Monthly

4. Scroll down to view details of primary and secondary contact.

The screenshot shows the 'Details of All Primary Contact Person' page. At the top, there are two tabs: 'Primary Contact' and 'Secondary Contact', with 'Primary Contact' selected. A red box highlights these tabs and a 'Click to switch' link. Below the tabs, there is a 'Download All' link. The main content area displays the following details:

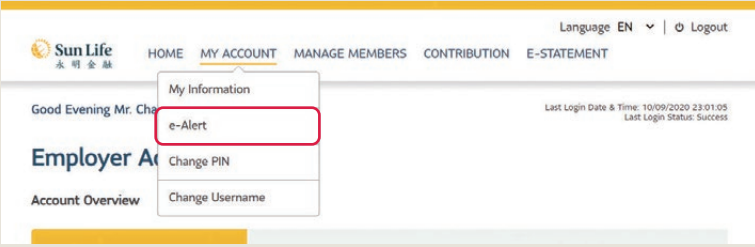
Contact Name	Job Title
HO YING CHUN	CHIEF HR OFFICER
Responsible Administration Function	
<input checked="" type="checkbox"/> Enrolment <input checked="" type="checkbox"/> Contribution <input checked="" type="checkbox"/> Termination <input checked="" type="checkbox"/> Transfer-In	
Contact Number	Email
Phone Number	Work *****@email.com
Work +852 2345 6789	

At the bottom of the page, there is a yellow 'Back' button highlighted with a red box.

5. Select **Back** to go back to the **Reporting Centre List** page.

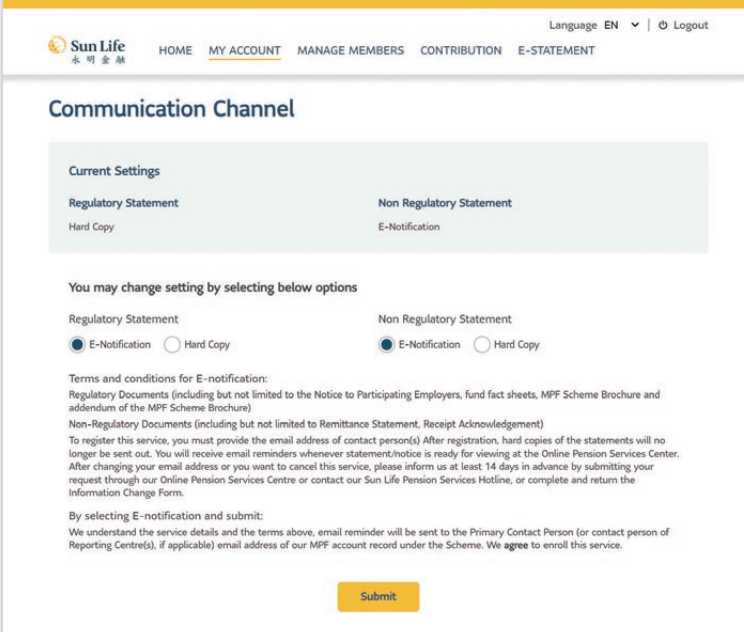
5.2 My Account – e-Alert

Here you can change how you would like to receive your regulatory / non-regulatory statement.



In the navigation bar, select "My Account" → "e-Alert".

1. You can view the current settings of your communication channel.



Current Settings

Regulatory Statement Hard Copy	Non Regulatory Statement E-Notification
-----------------------------------	--

You may change setting by selecting below options

Regulatory Statement: E-Notification Hard Copy

Non Regulatory Statement: E-Notification Hard Copy

Submit

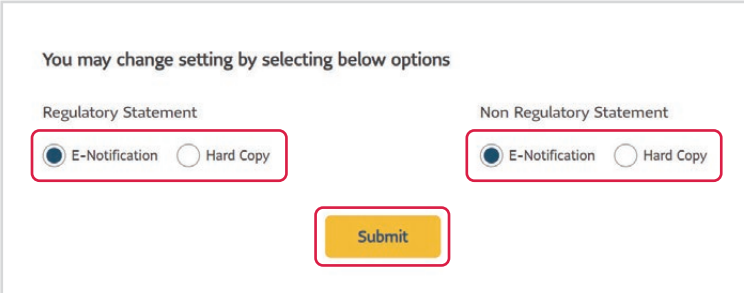


Tips: Go green! Here you can choose to receive your statements by e-notification.



Remarks: Remember to **check** your designated **electronic mail box regularly**, including the junk mail box.

2. Select "E-Notification" / "Hard Copy" to choose the way you would like to hear from us → Select **Submit**.



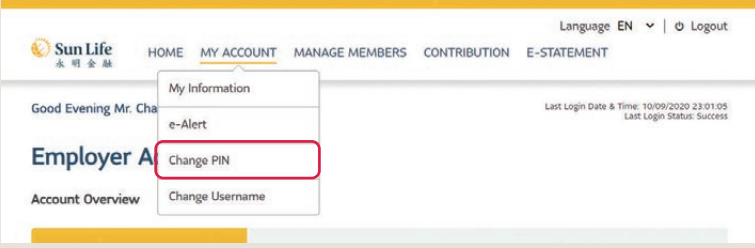
You may change setting by selecting below options

Regulatory Statement: E-Notification Hard Copy

Non Regulatory Statement: E-Notification Hard Copy

Submit

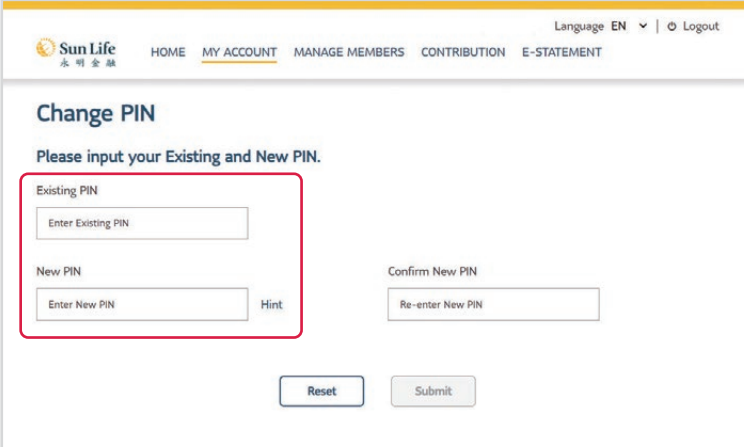
5.3 My Account – Change PIN



The screenshot shows the Sun Life website's navigation bar. The 'MY ACCOUNT' menu is open, and 'Change PIN' is highlighted with a red box. Other options include 'My Information', 'e-Alert', and 'Change Username'. The user's name 'Good Evening Mr. Cha' and 'Employer A' are visible. The last login date and time are 10/09/2020 23:01:05, and the status is 'Success'.


In the navigation bar, select "My Account" → "Change PIN".

1. Input your **existing** and **new PIN**.



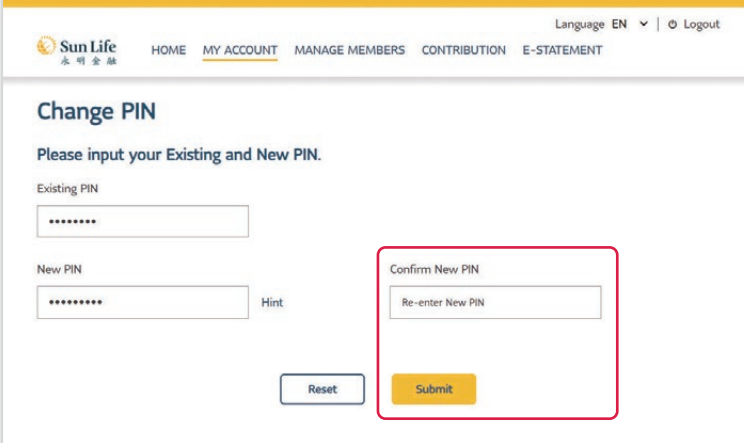
The 'Change PIN' form is displayed. It includes the following fields and buttons:

- Existing PIN:** A text input field with the placeholder 'Enter Existing PIN'.
- New PIN:** A text input field with the placeholder 'Enter New PIN' and a 'Hint' link.
- Confirm New PIN:** A text input field with the placeholder 'Re-enter New PIN'.
- Buttons:** 'Reset' and 'Submit' buttons.



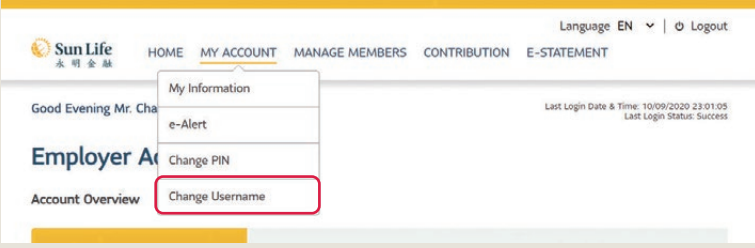
Tips: You can click "Hint" for the requirements of setting a new PIN.

2. **Confirm** new PIN → Select **Submit**.



The 'Change PIN' form is shown with the input fields filled with asterisks. The 'Submit' button is highlighted with a red box.

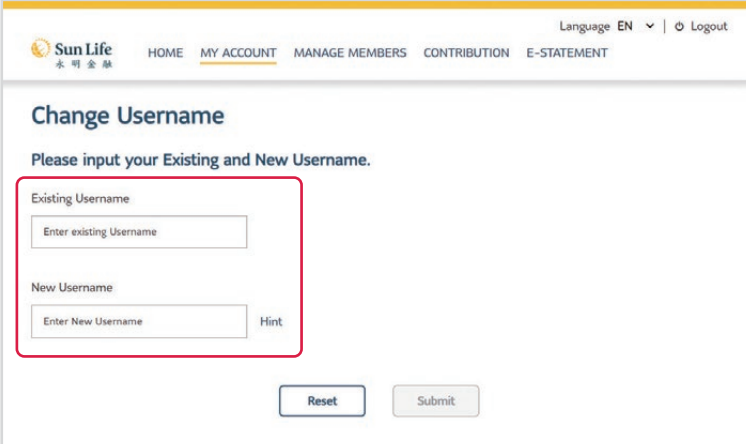
5.4 My Account – Change Username




The screenshot shows the Sun Life website's navigation bar. The 'MY ACCOUNT' menu is open, and the 'Change Username' option is highlighted with a red box. The page header includes the Sun Life logo, navigation links (HOME, MY ACCOUNT, MANAGE MEMBERS, CONTRIBUTION, E-STATEMENT), and user information (Language EN, Logout, Last Login Date & Time: 10/09/2020 23:01:05, Last Login Status: Success).

In the navigation bar, select "My Account" → "Change Username".

1. Input your existing and new username.

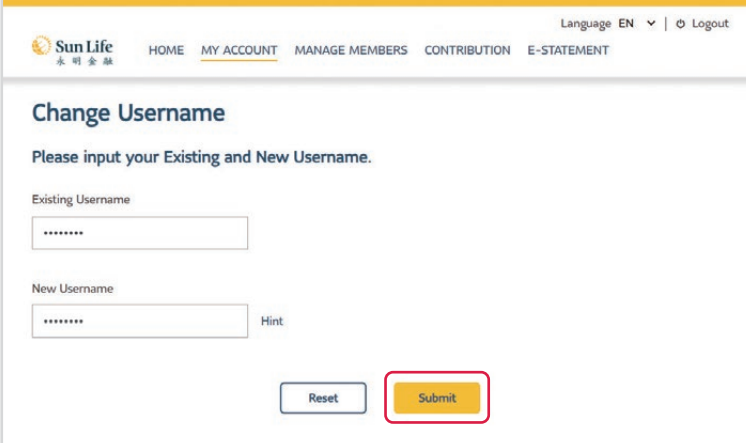


The screenshot shows the 'Change Username' form. The 'Existing Username' and 'New Username' input fields are highlighted with a red box. The form includes a 'Reset' button and a 'Submit' button. The text 'Please input your Existing and New Username.' is displayed above the input fields.




Tips: If you have not created an username, the function is named "Create Username" here.

2. Select **Submit**.



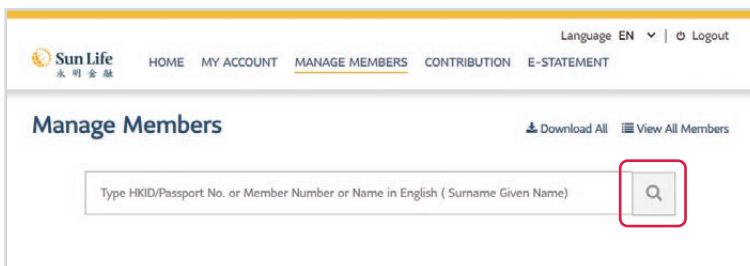
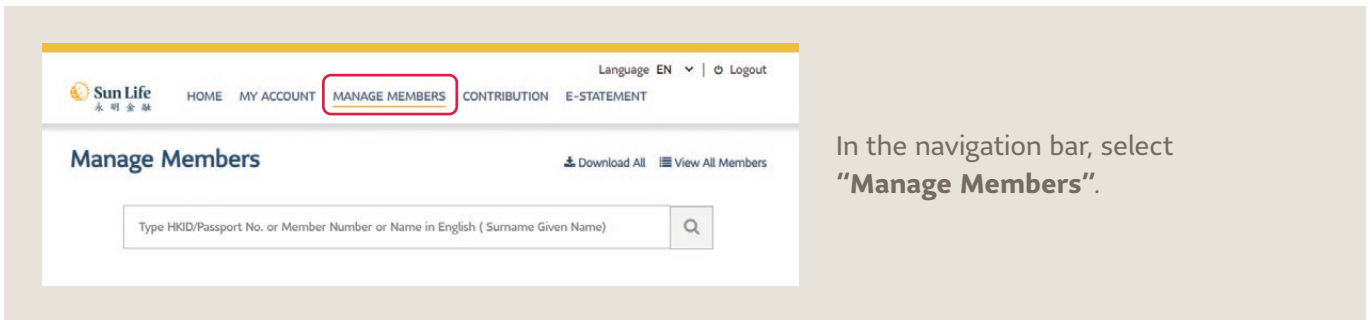
The screenshot shows the 'Change Username' form with the 'Submit' button highlighted with a red box. The input fields now contain masked text (dots). The 'Reset' and 'Submit' buttons are visible at the bottom of the form.



Tips: You can click "Hint" for the requirements of setting a new username.

6 Manage Members

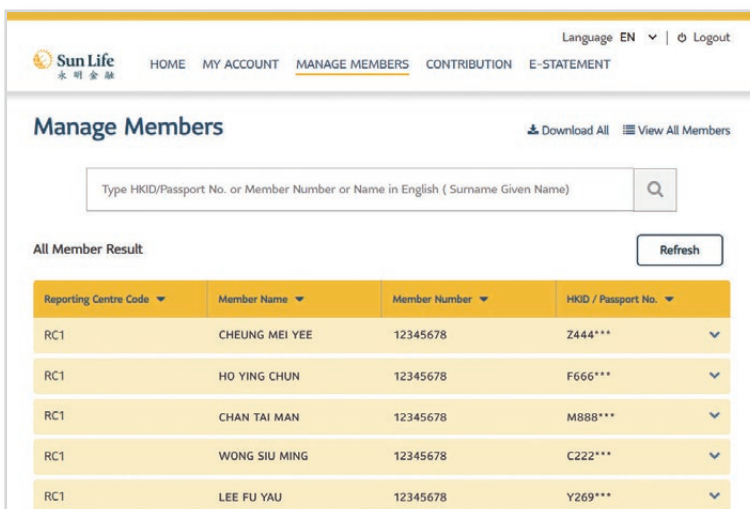
Want to view the details of a particular member? The **Manage Members** page can help you out to keep your member management streamlined by putting together their personal information.



Tips: Do you know what kind of member information you can use for searching?

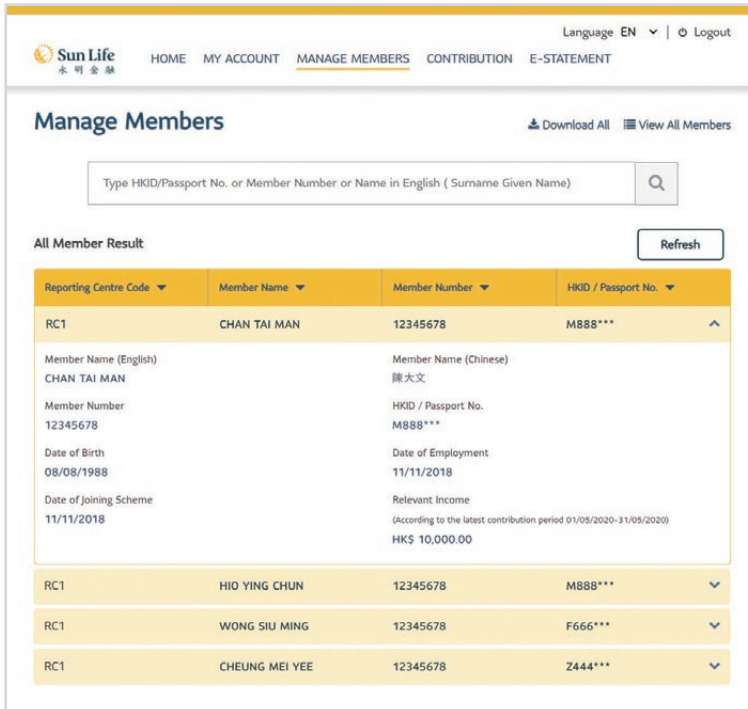
- HKID / Passport No.
- Member No.
- Name in English (Surname / Given Name)

1. You can search for a member by entering the following member information in the search bar then select the **Q** button.
2. All members with matching result will be shown.



3. Sort the result in ascending or descending order by selecting the **▼** button of corresponding column.

4. Select  to view particular member information.



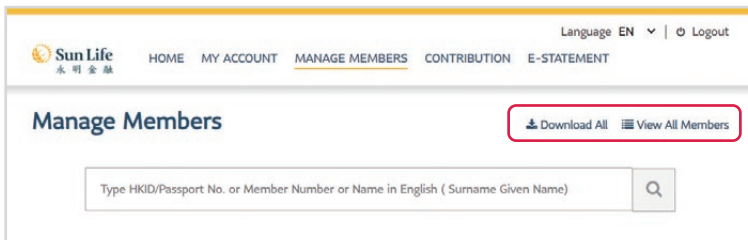
The screenshot shows the 'Manage Members' page with a search bar and a table of members. The first member, CHAN TAI MAN, has a dropdown arrow next to their HKID/Passport No. (M888***). This dropdown is expanded to show the following details:

Member Name (English)	Member Name (Chinese)
CHAN TAI MAN	陳大文
Member Number	HKID / Passport No.
12345678	M888***
Date of Birth	Date of Employment
08/08/1988	11/11/2018
Date of Joining Scheme	Relevant Income
11/11/2018	(According to the latest contribution period 01/05/2020-31/05/2020) HK\$ 10,000.00



Tips: Confidential! Here you can view members' information including:

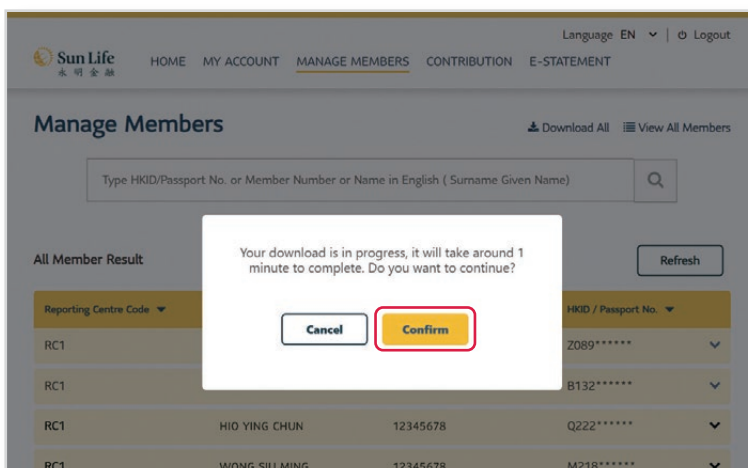
- Member Name (Chinese & English)
- Member No.
- HKID / Passport No.
- Date of Birth
- Date of Joining Scheme
- Date of Employment
- Relevant Income



The screenshot shows the 'Manage Members' page with the 'Download All' and 'View All Members' buttons highlighted in red.

5. You can also select **"View All Members"** to show all member result.

6. To download all member data in CSV format, select **"Download All"**.



The screenshot shows the 'Manage Members' page with a confirmation dialog box overlaid. The dialog box contains the following text:

Your download is in progress, it will take around 1 minute to complete. Do you want to continue?

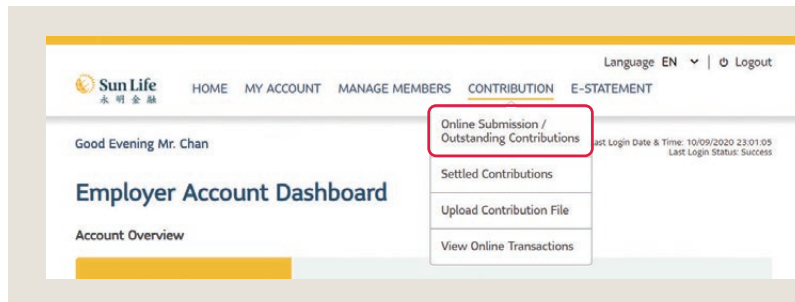
Buttons:

7. Select **Confirm** if you are sure to download all member data. It will take around 1 minute to complete your download.

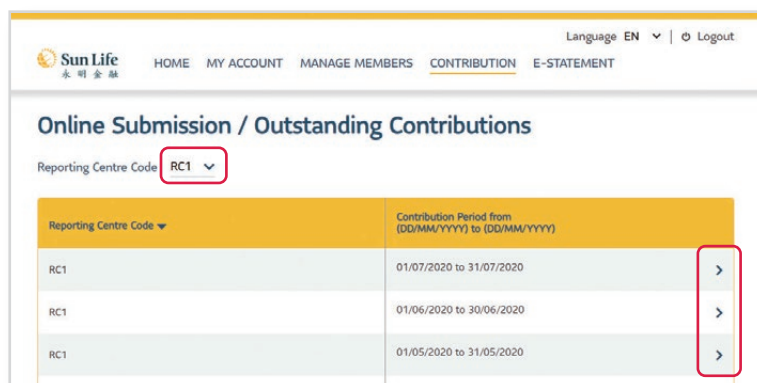
7 Contribution

7.1 Online Submission / Outstanding Contributions

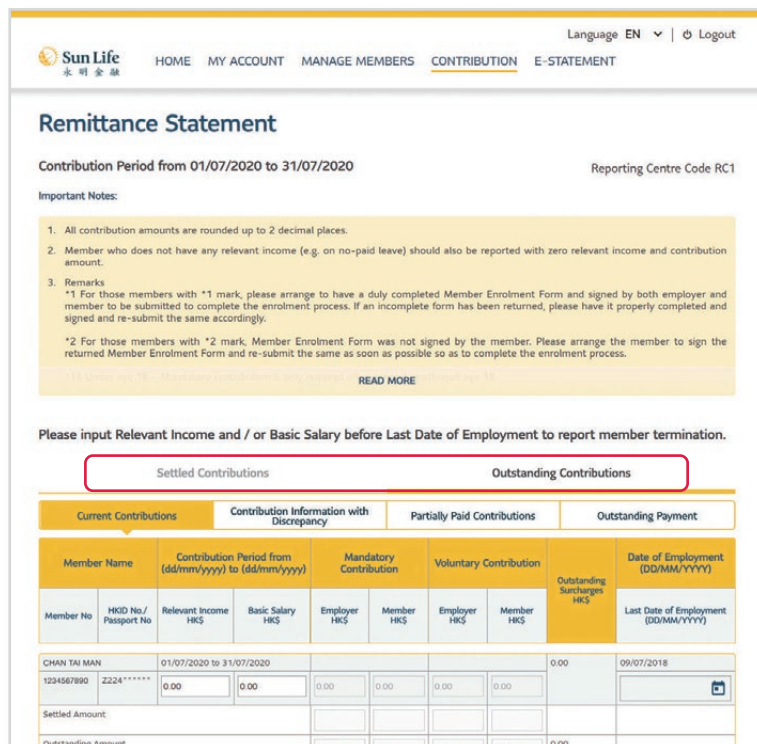
We understand how heavy and complicated it can be when it comes to the MPF matters that need to be handled. With the new Online Pension Services Centre, calculating and making contributions have never been easier.



In the navigation bar, select **“Contribution”** → **“Online Submission / Outstanding Contributions”**.



1. Click this **drop-down menu** for particular reporting centre.
2. Here you can view outstanding contribution of relevant contribution period and finish the submission online → Choose the contribution period to be handled by selecting **“>”**.



3. You will be landed to the **Outstanding Contributions – Current Contributions** column in the online Remittance Statement page.

Important: Read the **“Important Notes”** carefully before handling contribution data submission.

- **Settled Contributions:** Click to view settled contributions of members in the selected contributions period (if any).
- **Outstanding Contributions:** Click to proceed outstanding contributions handling.

3. For the **Outstanding Contributions**, there are 4 columns with different functions:

Please input Relevant Income and / or Basic Salary before Last Date of Employment to report member termination.

Settled Contributions				Outstanding Contributions		
Current Contributions		Contribution Information with Discrepancy		Partially Paid Contributions		Outstanding Payment
Member Name	Contribution Period from (dd/mm/yyyy) to (dd/mm/yyyy)		Mandatory Contribution	Voluntary Contribution	Outstanding Surcharges HK\$	Date of Employment (DD/MM/YYYY)

Tips: There are 4 columns with different functions under **Outstanding Contributions**.

Current Contributions	Contribution information with Discrepancy	Partially Paid Contributions	Outstanding Payment
The main column to input required contribution data by employers.	You may find records here with calculation problems.	View contributions with incomplete payment.	After submission of contribution data, your outstanding payment will be shown here for your further payment processing.

4. Input relevant income and basic salary (if applicable) for members available in the contribution table → mandatory contribution, voluntary contribution (if applicable) and outstanding surcharges (if applicable) amounts will be automatically calculated once you entered the data.

Please input Relevant Income and / or Basic Salary before Last Date of Employment to report member termination.

Settled Contributions				Outstanding Contributions					
Current Contributions		Contribution Information with Discrepancy		Partially Paid Contributions		Outstanding Payment			
Member Name	Contribution Period from (dd/mm/yyyy) to (dd/mm/yyyy)		Mandatory Contribution	Voluntary Contribution	Outstanding Surcharges HK\$	Date of Employment (DD/MM/YYYY)			
Member No	HKID No./ Passport No	Relevant Income HK\$	Basic Salary HK\$	Employer HK\$	Member HK\$	Employer HK\$	Member HK\$	Outstanding Surcharges HK\$	Last Date of Employment (DD/MM/YYYY)
CHAN TAI MAN	1234567890	Z224*****	0.00	0.00	0.00	0.00	0.00	0.00	09/07/2018
Settled Amount									
Outstanding Amount				0.00	0.00	0.00	0.00	0.00	
HO YIN CHUN	1234567890	L641*****	0.00	0.00	0.00	0.00	0.00	0.00	20/06/2011
Settled Amount									
Outstanding Amount				0.00	0.00	0.00	0.00	0.00	

Remarks:

For any terminated employee, you can fill in the **“Last Date of Employment”** field.

Member No	HKID No/ Passport No	Relevant Income HK\$	Basic Salary HK\$	Employer HK\$	Member HK\$	Employer HK\$	Member HK\$	Surcharges HK\$	Last Date of Employment (DD/MM/YYYY)
CHAN TAI MAN									
1234567890	N007*****	25,000.00	0.00	1,250.00	1,250.00	0.00	50.00	0.00	13/12/2010
Settled Amount:									
Outstanding Amount:				1,250.00	1,250.00	0.00	50.00	0.00	
HO YIN CHUN									
1234567890	A421*****	25,000.00	0.00	1,250.00	1,250.00	0.00	0.00	0.00	28/08/2019
Settled Amount:									
Outstanding Amount:				1,250.00	1,250.00	0.00	0.00	0.00	

Go To Contribution Period
Save
Confirm And View Summary

- After inputting all required information, scroll down to the bottom and select **save** and the information you input will be saved.
- If you would like to go back for another contribution period, select **Go To Contribution Period**.
- If you are sure to submit the contribution information, select **Confirm and View Summary**.

[HOME](#) [MY ACCOUNT](#) [MANAGE MEMBERS](#) [CONTRIBUTION](#) [E-STATEMENT](#)

Language EN | Logout

Contribution Confirmation

Contribution Period from 01/07/2020 to 31/07/2020 Reporting Centre Code RC1

Your contributions has been submitted successfully.
Transaction Number: 888888

Transaction Details:

Remittance Statement Number: AB000123456789000
Total Contribution Amount: HK\$ 9,050.00

Payment Methods

By Cheque

Please send a crossed cheque for the above contribution amount payable to "Sun Life Trustee Company Limited – MPF" to the Administrator, BestServe Financial Limited (Postal Address: G.P.O. Box 95868, Tsim Sha Tsui Post Office) for processing.

To ensure the contribution could be handled properly, please write down the following items at the back of the cheque:

1. Transaction Number;
2. Contribution period; and
3. Employer Code

MPF Contribution Advice

Please input the contribution payment date for the preparation of the MPF Contribution Advice

Contribution Payment Date

Print MPF Contribution Advice

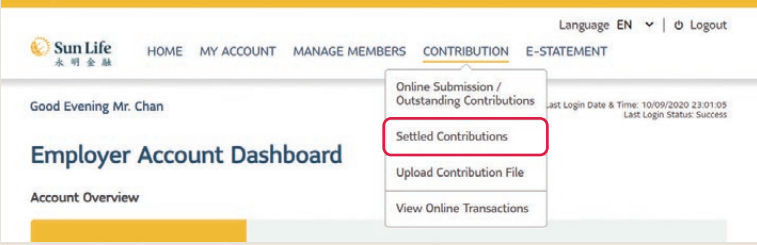
Important Note:

The contribution payment date inputted is for the purpose of generating the MPF Contribution Advice ONLY, it does not affect the date of direct debit or cheque clearance.

- Just that easy! You have done the contribution submission. You will go to the **Contribution Confirmation** page and receive a transaction number.
- Scroll down for details to view payment methods, and also to generate and print an **MPF Contribution Advice**.

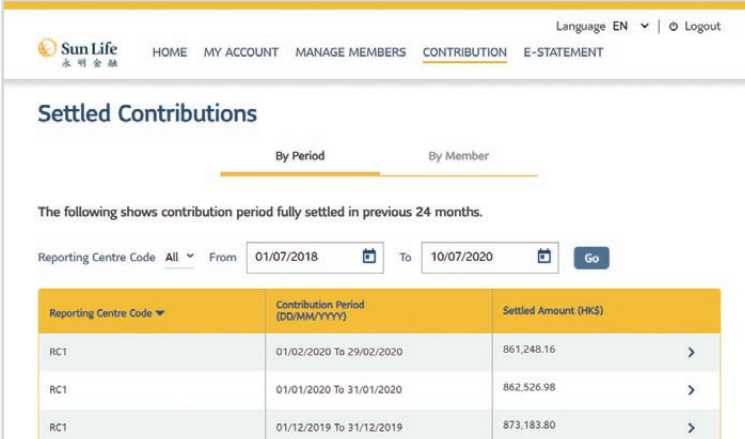
7.2 Settled Contributions

In the **Settled Contributions** page, our Online Pension Services Centre keeps you ahead of contribution period fully settled in the past 24 months.



In the navigation bar, select **"Contribution"** → **"Settled Contributions"**.

View by Period

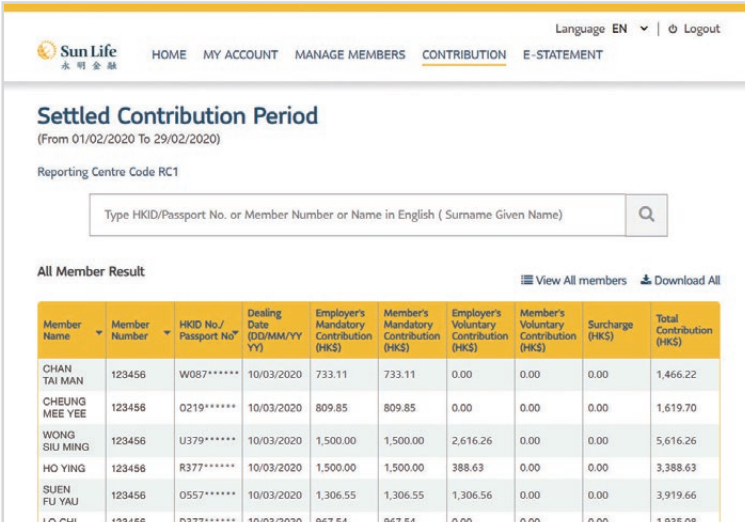


The following shows contribution period fully settled in previous 24 months.

Reporting Centre Code: All From: 01/07/2018 To: 10/07/2020 **Go**

Reporting Centre Code	Contribution Period (DD/MM/YYYY)	Settled Amount (HK\$)
RC1	01/02/2020 To 29/02/2020	861,248.16
RC1	01/01/2020 To 31/01/2020	862,526.98
RC1	01/12/2019 To 31/12/2019	873,183.80

1. Choose the contribution period you would like to view → Select **Go**.
2. Select **">"** to view particular contribution details.



Settled Contribution Period (From 01/02/2020 To 29/02/2020)

Reporting Centre Code RC1

Type HKID/Passport No. or Member Number or Name in English (Surname Given Name) **Q**

All Member Result View All members Download All

Member Name	Member Number	HKID No./ Passport No*	Dealing Date (DD/MM/YY YY)	Employer's Mandatory Contribution (HK\$)	Member's Mandatory Contribution (HK\$)	Employer's Voluntary Contribution (HK\$)	Member's Voluntary Contribution (HK\$)	Surcharge (HK\$)	Total Contribution (HK\$)
CHAN TAI MAN	123456	W087*****	10/03/2020	733.11	733.11	0.00	0.00	0.00	1,466.22
CHEUNG MEE YEE	123456	0219*****	10/03/2020	809.85	809.85	0.00	0.00	0.00	1,619.70
WONG SIU MING	123456	U379*****	10/03/2020	1,500.00	1,500.00	2,616.26	0.00	0.00	5,616.26
HO YING	123456	R377*****	10/03/2020	1,500.00	1,500.00	388.63	0.00	0.00	3,388.63
SUEN FU YAU	123456	0557*****	10/03/2020	1,306.55	1,306.55	1,306.56	0.00	0.00	3,919.66
LO CHI	123456	D377*****	10/03/2020	967.54	967.54	0.00	0.00	0.00	1,935.08

Tips: You can also sort the data by entering information in the search bar or sort the result in ascending or descending order by selecting the ▼ button of corresponding column.

View by Member

Language EN | Logout

HOME MY ACCOUNT MANAGE MEMBERS CONTRIBUTION E-STATEMENT

Settled Contributions

By Period **By Member**

Type HKID/Passport No. or Member Number or Name in English (Surname Given Name)

Member Name	Reporting Centre Code	Member Number	HKID No./Passport No
CHAN TAI MAN	RC1	929234	W088*****
HO YING CHUN	RC1	855740	0219*****
WONG SIU MING	RC1	679801	U379*****
CHEUNG MEI YEE	RC1	256770	R377*****
LEE FU YAU	RC1	87268	0557*****
LAU WAI MAN	RC1	10004650	D377*****



Tips: You can switch to view between **By Period** and **By Member** by selecting this bar.

1. Select **"By Member"** → Search for a member by entering the member information in the search bar → Select the **Q** button.
2. All members with matching result will be shown → Select **">"** to view particular contribution details.
3. You will see contribution records of the particular member.
4. Select **"Download all"** to download the full record in CSV format.

CHAN TAI MAN

Member Number: 123456 HKID No./Passport No: W088***** Reporting Centre Code: RC1

The following shows a member's settled contributions received From 01/07/2018 To 31/05/2020

[Download All](#)

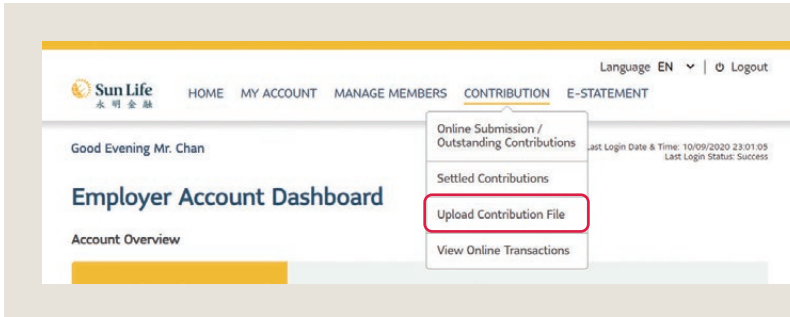
Contribution Period (DD/MM/YYYY)	Dealing Date (DD/MM/YYYY)	Employer's Mandatory Contribution (HK\$)	Member's Mandatory Contribution (HK\$)	Employer's Voluntary Contribution (HK\$)	Member's Voluntary Contribution (HK\$)	Employer Voluntary Contribution 2 (HK\$)	Member Voluntary Contribution 2 (HK\$)	Surcharge (HK\$)	Total Contribution (HK\$)
01/05/2020 To 31/05/2020	18/06/2020	100.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00
01/03/2020 To 31/03/2020	N/A	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
01/02/2020 To 29/02/2020	10/03/2020	733.11	733.11	0.00	0.00	0.00	0.00	0.00	1,466.22
01/01/2020 To 31/01/2020	11/02/2020	735.28	735.28	0.00	0.00	0.00	0.00	0.00	1,470.56
01/12/2019 To 31/12/2019	10/01/2020	733.11	733.11	0.00	0.00	0.00	0.00	0.00	1,466.22
01/11/2019 To 30/11/2019	10/12/2019	800.55	800.55	0.00	0.00	0.00	0.00	0.00	1,601.10
01/10/2019 To 31/10/2019	11/11/2019	757.04	757.04	0.00	0.00	0.00	0.00	0.00	1,514.08
01/09/2019 To	10/10/2019	748.33	748.33	0.00	0.00	0.00	0.00	0.00	1,496.66

7.3 Upload Contribution File

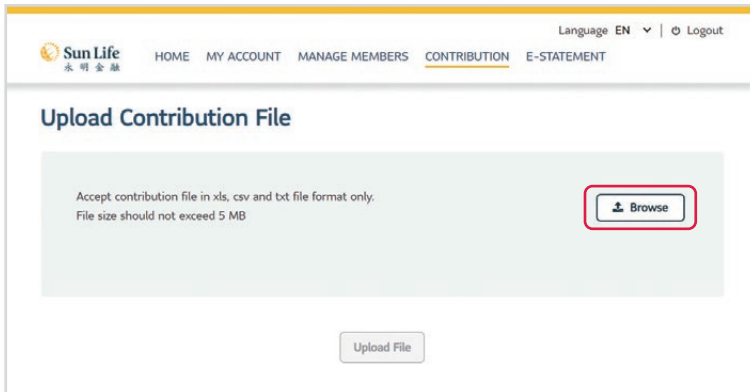
If you want / need to upload your contribution information, you can use the **Upload Contribution File** function.



Remarks: Only contribution files in XLS, CSV and TXT format with file size less than 5MB are accepted. Please contact our call centre or your relationship manager for a template.



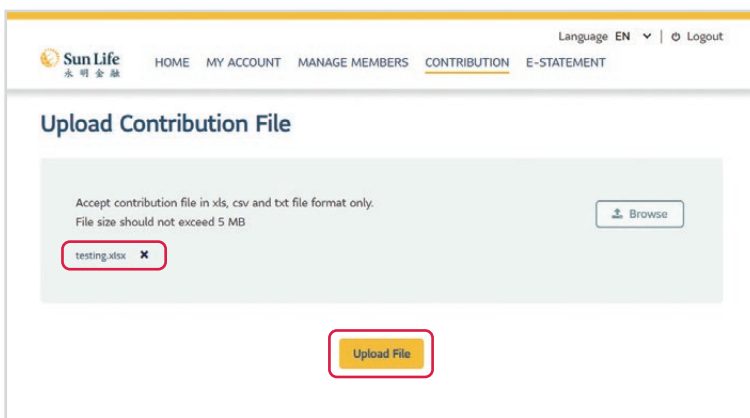
In the navigation bar, select **“Contribution”** → **“Upload Contribution File”**.



1. Select **Browse** to choose the file you would like to upload.



Tips: Select **X** to cancel the upload of the chosen file. Only one file can be uploaded at one time.



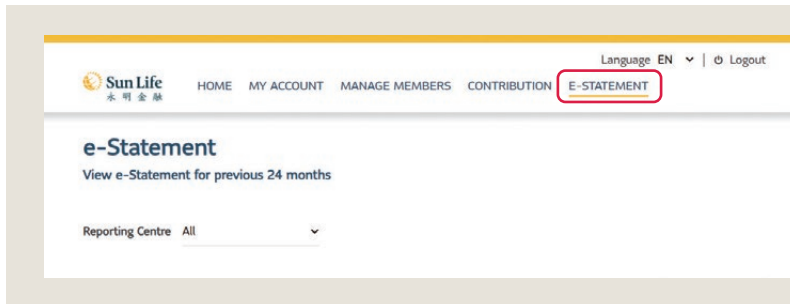
2. You will see the chosen file name in the box.
3. Select **Upload File** to confirm the upload of the file. That's it!

8 e-Statement

In the **e-Statement** page, you can now view and download your digital statements in the most eco-friendly and convenient way.

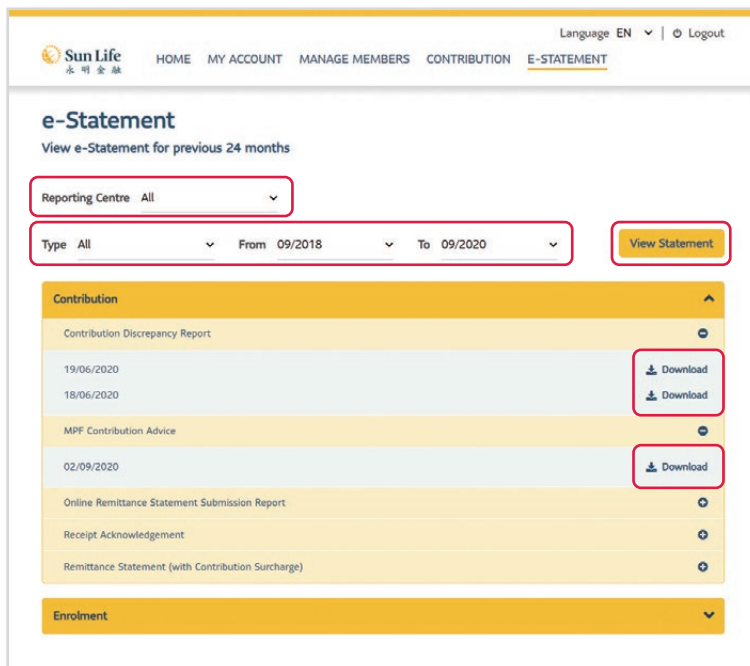


Tips: Here you can view your statements issued in the past **24 months**.



In the navigation bar, select **“e-Statement”**.

1. Choose the reporting centre.
2. Choose the **type and period** of the statement.



Remarks: Do you know what kind of statement you can view here?

- Contribution
- Enrolment
- Asset Transfer-In/Out
- Miscellaneous

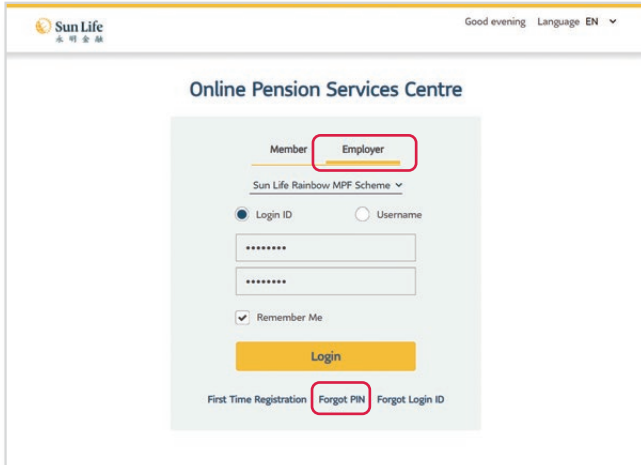
3. Select **View Statement**.
4. You can now **download** to view your **e-statement and letters** sorted by statement type.

9 Forgot PIN / Login ID

If you have forgotten your password or login ID, now you can easily reset a new one by using the One-time password – as simple as the first time registration!

Forgot PIN

1. Select **“Employer”** at the login → **“Forgot PIN”**.



Sun Life
Good evening Language EN

Online Pension Services Centre

Member **Employer**

Sun Life Rainbow MPF Scheme

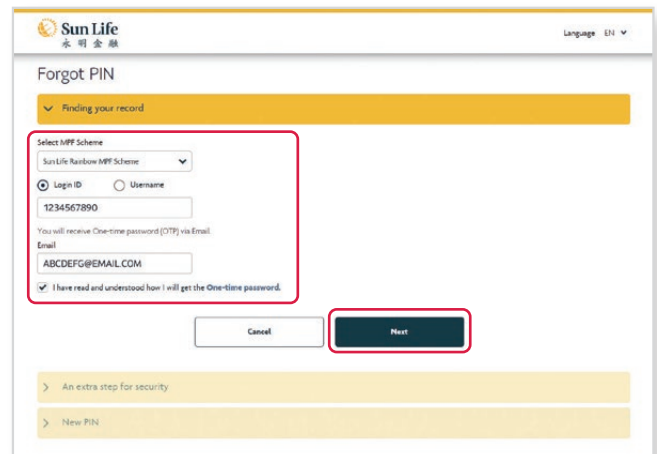
Login ID Username

Remember Me

Login

First Time Registration **Forgot PIN** Forgot Login ID

2. Select your MPF scheme, input your **Login ID / Username** with your registered e-mail for receiving **One-time password (OTP)** → Select **Next**.



Sun Life
Language EN

Forgot PIN

Finding your record

Select MPF Scheme
Sun Life Rainbow MPF Scheme

Login ID Username

1234567890

You will receive One-time password (OTP) via Email.

Email
ABCDEF@EMAIL.COM

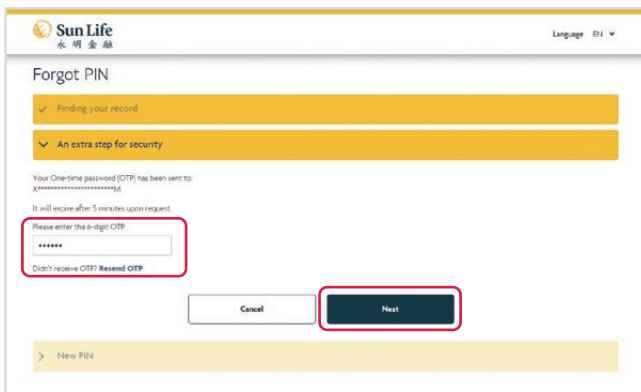
I have read and understood how I will get the One-time password.

Cancel **Next**

> An extra step for security

> New PIN

3. Your **OTP** will be sent to your e-mail. Enter the **6-digit OTP** → Select **Next**.



Sun Life
Language EN

Forgot PIN

Finding your record

An extra step for security

Your One-time password (OTP) has been sent to: 3pewey@xxxxxxxxxxxxxx

It will expire after 5 minutes upon request.

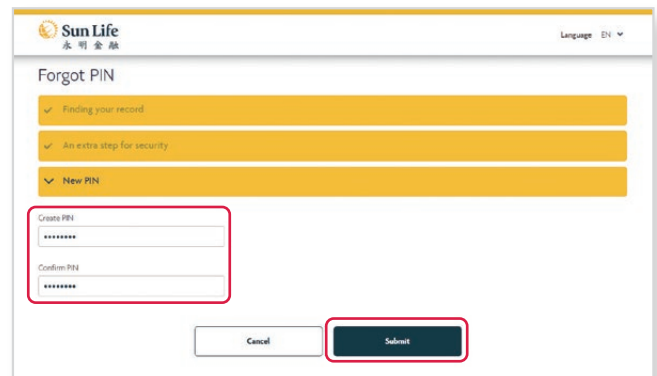
Please enter the 6-digit OTP

Didn't receive OTP? Resend OTP

Cancel **Next**

> New PIN

4. **Create new PIN** → **Confirm PIN** → Select **Submit**.



Sun Life
Language EN

Forgot PIN

Finding your record

An extra step for security

New PIN

Create PIN

Confirm PIN

Cancel **Submit**

Forgot Login ID

1. Select **"Employer"** at the login → **"Forgot Login ID"**.

2. Select your **MPF scheme**, input your **Employer Code** with your **registered e-mail** for receiving One-time password (OTP) → Select **Next**.

3. Your **OTP** will be sent to your e-mail. Enter the **6-digit OTP** → Select **Next**.

4. Your **login ID** will be displayed here for your future login.

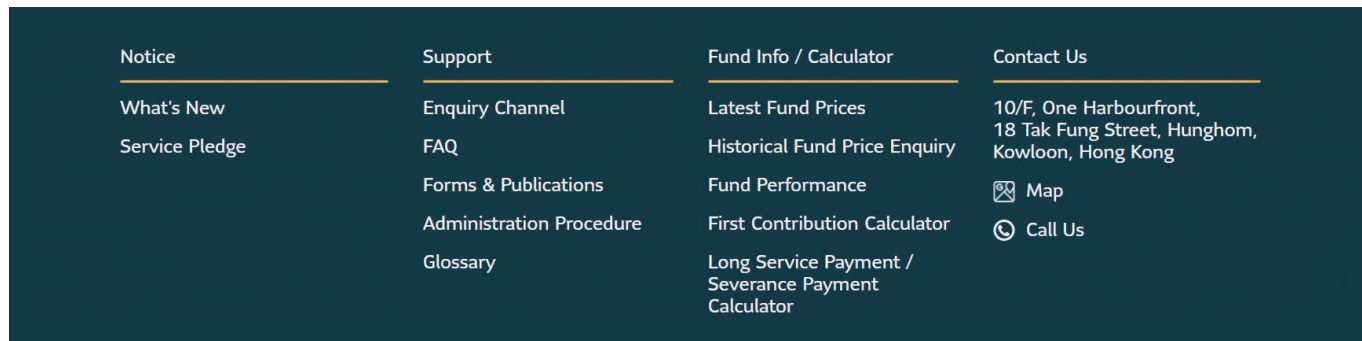


Tips: If you have forgotten your username, please use your login ID to log in. After logging in, your username will be shown. If you want / need to reset your username, you can select **"My Account"** in the navigation bar → **"Change Username"**.

10 More Functions

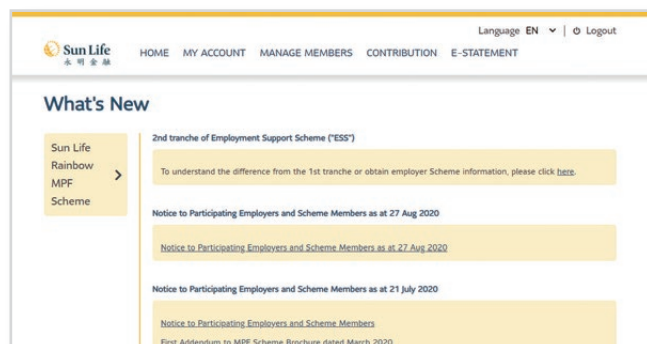
Can't wait to explore the Online Pension Services Centre? At the **footer navigation**, we have integrated with more functions fitting in your need.

Scroll down to the bottom of any web page to view the navigation footer.



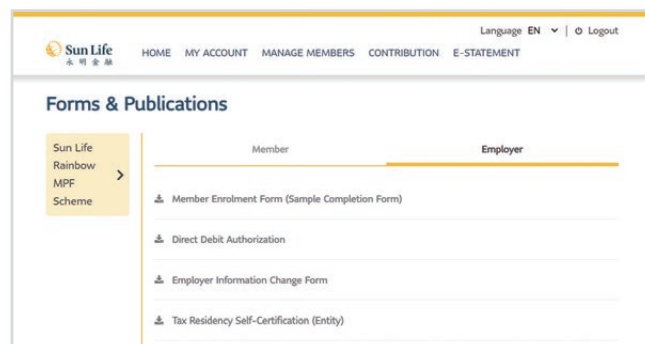
What's New

Here we will keep you posted on news and any amendments. Keep an eye on our updates!



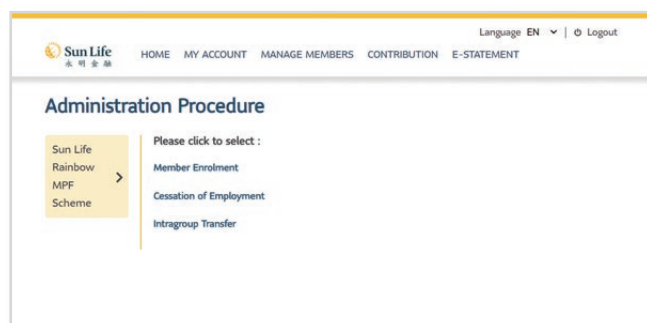
Forms & Publications

Check out the list here for our most commonly used forms and publications.



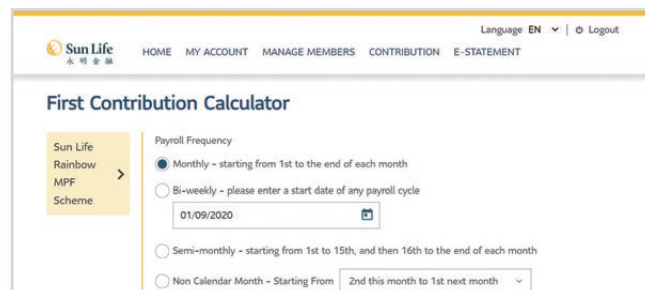
Administration Procedure

Click here to learn more about our administration procedure.



First Contribution Calculator

Simply input basic information to calculate the first contribution amount for employees (for reference only).



Log in the Online Pension Services Centre now to experience more!

Sun Life Hong Kong Limited

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