

Sun Life MPF Mobile App

Guide for Members





Getting Started

Whenever and wherever,
always be there for you

Sun Life MPF

Welcome to Sun Life MPF! Want to enjoy carefree MPF account management?


At the Sun Life MPF, we partner with you to make your MPF managing experience quick and convenient.

Follow this step-by-step guide and be prepared to be surprised by how simple this can be.

Contents

1	Download the App	2
2	First Time Registration	3
3	Login and Logout	4
4	My Account Information	5
5	Compare Funds	7
6	Investment Instruction	8
6.1	Investment Instruction - Fund Switching (Existing Account Balance Only)	9
6.2	Investment Instruction - Change of Investment Mandate (Future Contributions Only)	11
6.3	Investment Instruction - Joining Default Investment Strategy (DIS)	13
6.4	Investment Instruction - Joining Fund Cruiser (Only applicable to Sun Life Rainbow MPF Scheme members)	15
7	More	16
7.1	More - My Information	17
7.2	More - My Requests	18
7.3	More - What's New	20
7.4	More - E-Statements	21
7.5	More - Change Username and PIN	22
7.6	More - Contact Us	24
8	Forgot PIN	25

1 Download the App

 **Sun Life**
永明金融

Language EN ▼

Log in to your MPF account:

HKID / Passport Number

Username

HKID No. A123456(7) input as A1234567

Enter PIN

Remember Me

Login

Forgot PIN

First Time Registration

Legal | Privacy



1. **Scan the above QR code** or **Search for "Sun Life MPF"** in App Store.
2. **Download** the App.
3. **Open Sun Life MPF** mobile App after the download is completed.



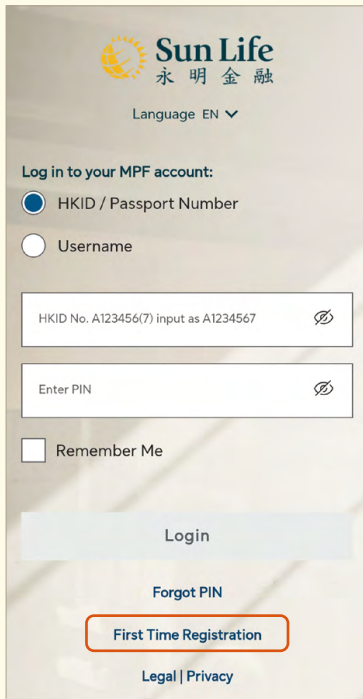
1. **Scan the above QR code** or **Search for "Sun Life MPF"** in Google Play Store.
2. **Download** the App.
3. **Open Sun Life MPF** mobile App after the download is completed.



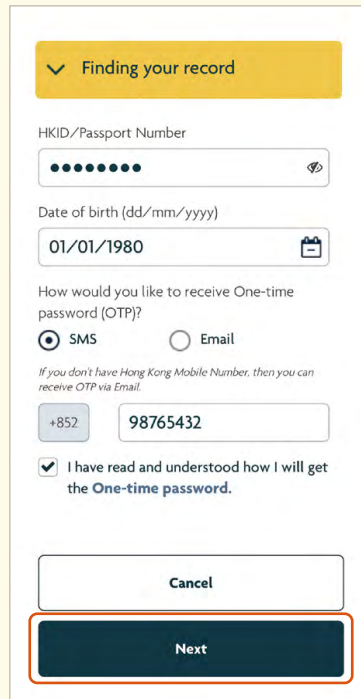
Tips: You're ready to go! Explore more of the features of **Sun Life MPF** below.

2 First Time Registration

For first time users, please follow the steps below to complete registration. If you have already registered at the Online Pension Services Centre, please login directly by entering your HKID/Passport Number or Username and PIN.



The Sun Life login page features the company logo and name in English and Chinese. Below the logo, there is a language selection dropdown set to 'EN'. The main heading is 'Log in to your MPF account:'. There are two radio buttons: 'HKID / Passport Number' (selected) and 'Username'. Below these are two input fields: 'HKID No. A123456(7) input as A1234567' and 'Enter PIN'. A 'Remember Me' checkbox is present. At the bottom, there are three buttons: 'Login', 'Forgot PIN', and 'First Time Registration' (highlighted with a red border). A 'Legal | Privacy' link is at the very bottom.

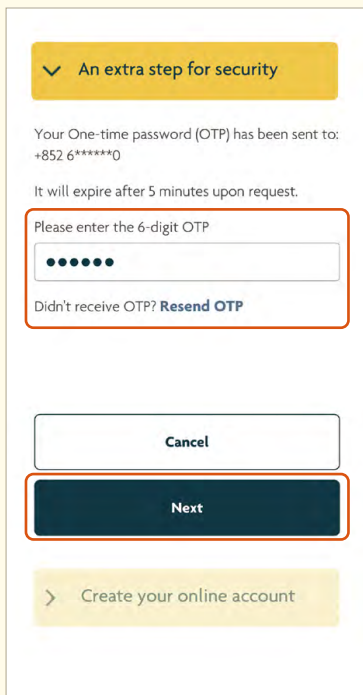


The 'Finding your record' page has a yellow header. It contains an input field for 'HKID/Passport Number' with a red border, a date picker for 'Date of birth (dd/mm/yyyy)' showing '01/01/1980', and radio buttons for 'SMS' (selected) and 'Email'. Below is a mobile number input field with '+852' and '98765432'. A checkbox 'I have read and understood how I will get the One-time password.' is checked. At the bottom, there are 'Cancel' and 'Next' buttons, with 'Next' highlighted in a red box.

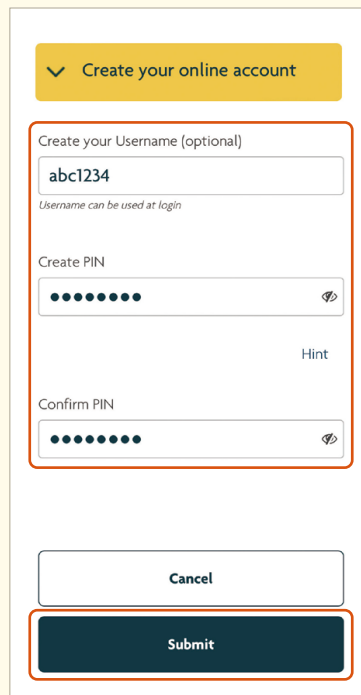
1. Select **"First Time Registration"** at the login page.
2. Input your **HKID/Passport Number** and **date of birth** with your **registered mobile no. / e-mail** for receiving One-time password (OTP) → Select **Next**.



Tips: If you have not provided us with your mobile no. or email address, you are not able to register the online service. Please complete the **Change Form** to update your record.



The OTP verification page has a yellow header 'An extra step for security'. It states 'Your One-time password (OTP) has been sent to: +852 6*****0' and 'It will expire after 5 minutes upon request.' Below is a text prompt 'Please enter the 6-digit OTP' with a 6-digit input field (red border) and a 'Resend OTP' link. At the bottom, there are 'Cancel' and 'Next' buttons, with 'Next' highlighted in a red box. A 'Create your online account' link is at the very bottom.



The 'Create your online account' page has a yellow header. It contains an input field for 'Create your Username (optional)' with 'abc1234' and a note 'Username can be used at login'. Below are 'Create PIN' and 'Confirm PIN' input fields, both with 6-digit masks and red borders. At the bottom, there are 'Cancel' and 'Submit' buttons, with 'Submit' highlighted in a red box.

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



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

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

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 mobile services.

Login

1. Open **Sun Life MPF** mobile App.
2. Input your **HKID/Passport Number** or **Username** and **PIN**.

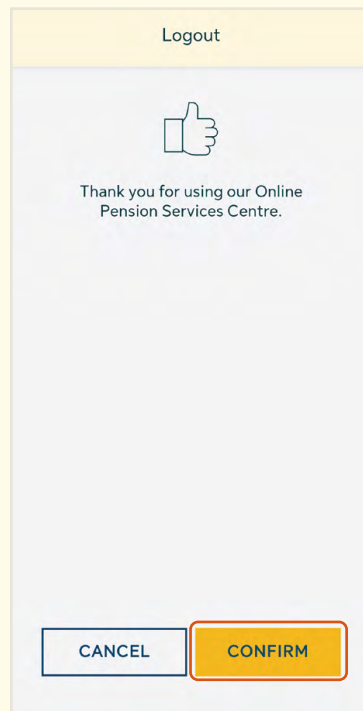
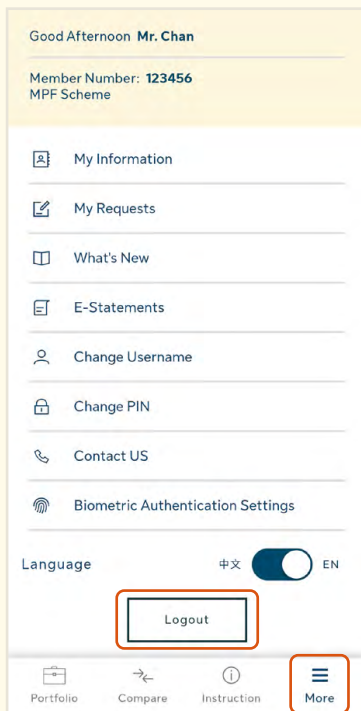
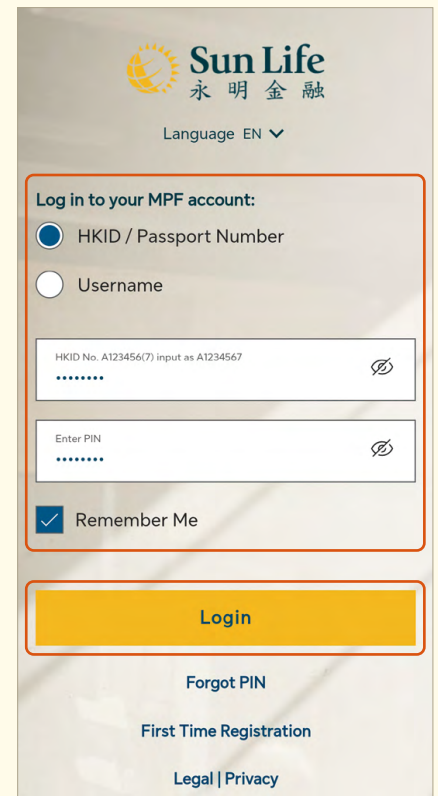


Tips: We care about data privacy. Your login details are hidden by default but you can view them whenever needed by selecting the  icon.

3. Check the **"Remember Me"** box if you want to keep your login details in your device for simpler and faster future login.
4. Select **Login**, that's it!



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



Logout

1. In the navigation bar at the bottom, select **"More"**.
2. Scroll down and select **Logout**.

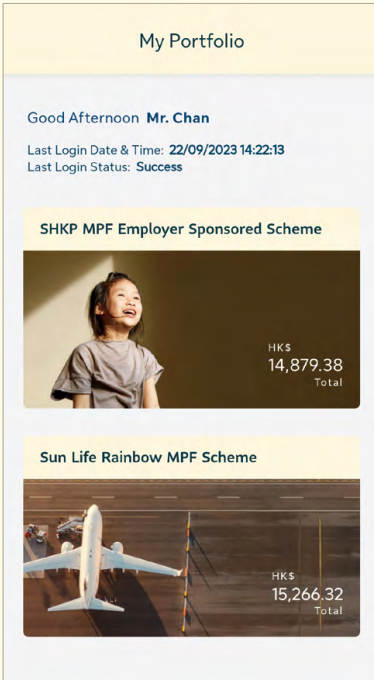


Tips: Log out when you've finished - especially in case of a shared device!

3. Select **CONFIRM** if you are sure to logout.

4 My Account Information

Let's take a deeper look into the functions of **Sun Life MPF**! Here you can check your account balance, gain/(loss), MPF account portfolio and account details.



1. After logging in, you will be directly taken to the **My Portfolio** page.



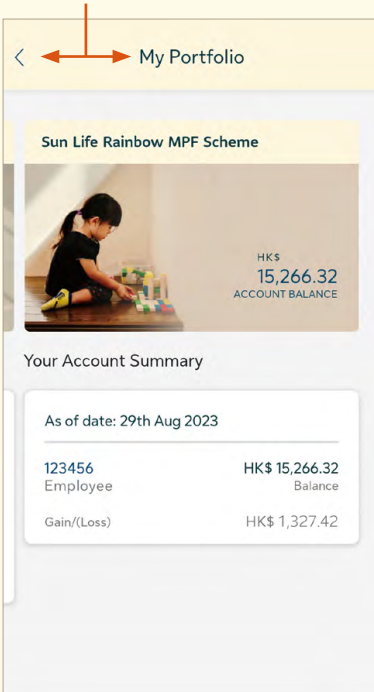
Tips: You can always go back to this page by selecting **Portfolio** in the navigation bar at the bottom.



Tips: You may have more than one MPF account under **Sun Life Rainbow MPF Scheme** and /or **SHKP MPF Employer Sponsored Scheme (if applicable)**. You can view your overall portfolio under the administration of BestServe Financial Limited ("BestServe"), the administrator of the Scheme at a glance.

2. **Tap on particular scheme** to view account summary of the scheme.

Scroll left and right to view



3. If you have more than one account under the scheme, you can **view the information of all accounts** here.

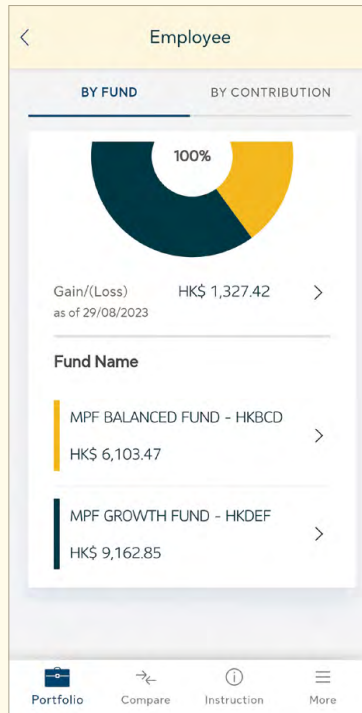
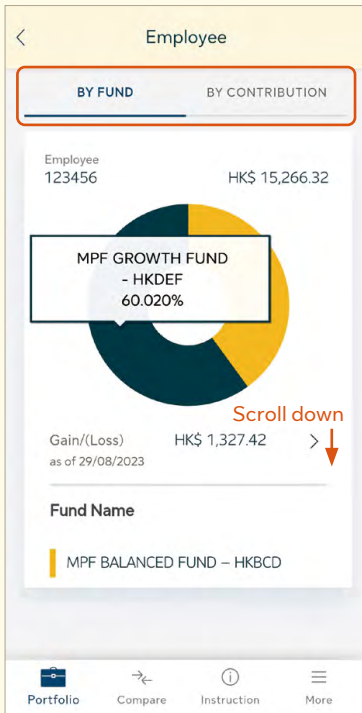
4. If you have accounts under more than one scheme, you can also **scroll left and right to switch between schemes** after selecting particular scheme.

5. **Tap on Account Summary** to view account details.



Tips: You can view details of your MPF Account **by fund** or **by contribution** here, including fund price, asset balance by contribution types, asset allocation and balance by constituent fund, etc.

View Account Details by Fund

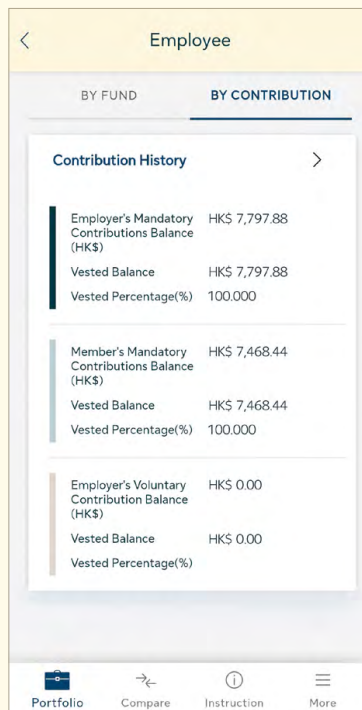
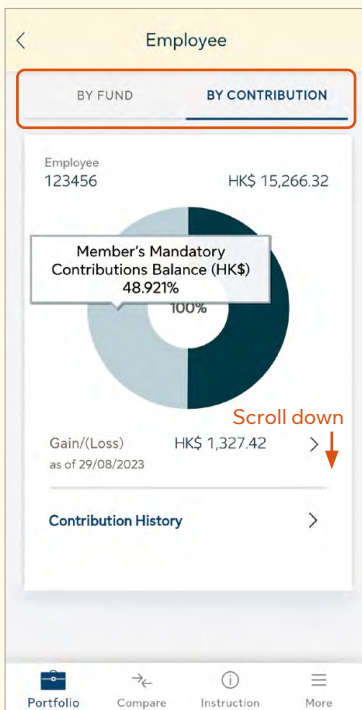


1. Tap on the pie to view **fund allocation percentage**.
2. Scroll down to view more constituent fund holdings (if applicable) → Tap on (>) of particular constituent fund to view **Fund Price Trend**.



Remarks: The gain / (loss) here refers to the investment period since account setup date.

View Account Details by Contribution



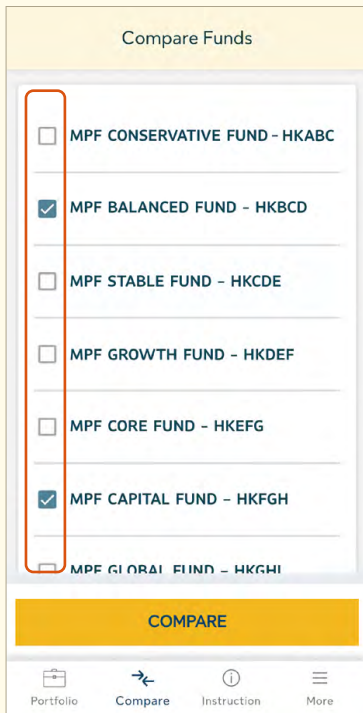
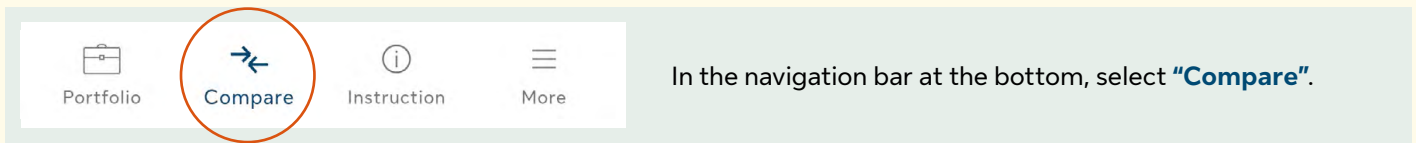
1. Tap on the pie to view **fund allocation percentage**.
2. Scroll down to view more contribution history → Tap on (>) to view **Contribution Details Records**.



Tips: Here you can view your contribution records in the past **24 months**.

5 Compare Funds

The Compare Funds function helps you to get a quick look on comparison of the constituent fund performance under the same scheme.



1. You will be taken to the **"Compare Funds"** page.
2. Check the boxes of the constituent funds you would like to compare.



Tips: You are allowed to compare up to 5 constituent funds at once.

3. Select **COMPARE**.



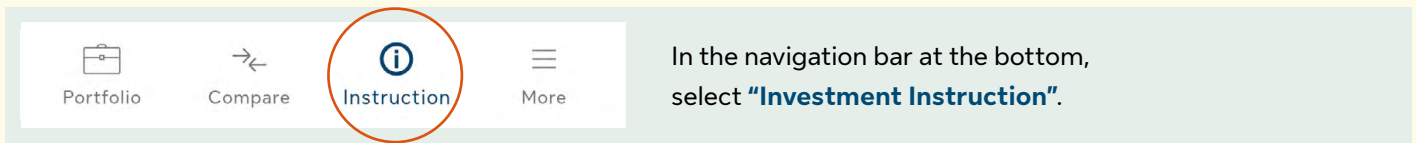
4. Scroll down to view more details.



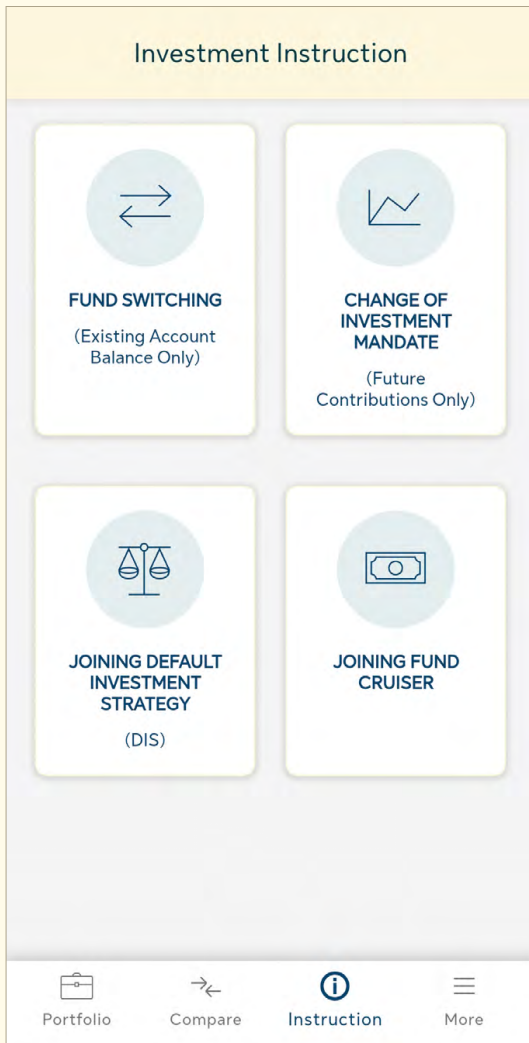
Remarks: You can also choose the period of comparison, and tap the graph to zoom in.

6 Investment Instruction

If you need to change your investment, the following part will walk you through each section of investment instructions step by step to ensure you get the most out of **Sun Life MPF**.



In the navigation bar at the bottom, select **“Investment Instruction”**.



1. You will be taken to the **Investment Instruction dashboard**.
2. Here you can see:
 - a Fund Switching (Existing Account Balance Only)**
 - b Change of Investment Mandate (Future Contributions Only)**
 - c Joining Default Investment Strategy (DIS)**
 - d Joining Fund Cruiser (Only applicable to Sun Life Rainbow MPF Scheme members)**
3. Select the investment instruction you would like to make.

6.1 Investment Instruction - Fund Switching (Existing Account Balance Only)

MPF is an investment, so we understand that you may want to change your existing constituent fund holdings from time to time, due to change in life stage, or simply got some investment insight.

The screenshot shows the 'Fund Switching' screen. At the top, there is a back arrow and the title 'Fund Switching'. Below this is a section titled 'MPF Scheme' with a photo of a child and the text 'Choose MPF Account Employee 123456'. Underneath is a 'Switch Out' button. A 'Mandatory Contributions' section follows, with a 'Switch Out all Balance' checkbox. Below this are two rows of fund information: 'MPF BALANCED FUND - HKBCD' with a '0%' switch out percentage, and 'MPF STABLE FUND - HKCDE' with a '0%' switch out percentage. A red box highlights these two rows. At the bottom is a yellow 'NEXT' button.

1. Select **"Fund Switching (Existing Account Balance Only)"** in the Investment Instruction dashboard.
2. Select **"OK"** after reading the Important Notes.



Important: Read the **"Important Notes"** carefully before commencing any investment instruction.

The screenshot shows the 'Fund Switching' screen with the same layout as the previous one. In this state, the 'MPF BALANCED FUND - HKBCD' row now shows a '50%' switch out percentage, while the 'MPF STABLE FUND - HKCDE' row remains at '0%'. A red box highlights the 'NEXT' button at the bottom.

3. Scroll down to view more constituent funds from your current investment (if any).
4. **Investment Switch Out:** Select your switch out percentage for particular constituent fund(s) by tapping the percentage field, or check the **"Switch Out all Balance"** box → Select **NEXT**.



Tips: You can decide your switch out percentage **by fund / by contribution** type (if applicable).

Fund Switching

Switch In
100 %

Mandatory Contributions

MPF BALANCED FUND - HKBCD	0%
MPF STABLE FUND - HKCDE	70%
MPF GROWTH FUND - HKDEF	30%
MPF CORE FUND - HKEFG	0%

SUBMIT

5. **Investment Switch In:** Select your switch in percentage for particular constituent fund(s) by tapping the percentage field → Select **SUBMIT**.



Tips: The total switch-in percentage in each contribution type should equal to 100%.

6. Repeat Step 4 and 5 for other contribution type(s) if necessary.
7. You will be taken to the **Fund Switching Data Confirmation** page.

Confirm Your Switching Instruction

SWITCH OUT

MANDATORY CONTRIBUTIONS

MPF BALANCED FUND - HKBCD	50.000%
---------------------------	---------

SWITCH IN

MANDATORY CONTRIBUTIONS

MPF STABLE FUND - HKCDE	70.000%
MPF GROWTH FUND - HKDEF	30.000%

BACK CONFIRM

8. Read carefully and select **CONFIRM** if you would like to confirm the switching instruction.



Tips: If you have second thought after submitting the Fund Switching instruction, please go to **"My Requests"** to cancel the request by cut-off time. The cut-off time of your MPF scheme has been stated in the **"Important Notes"** section.



Remarks: Fund Switching can only change the investment mix of your current account balance. Investment of any new monies / contributions follows the **"Investment Mandate"**.

6.2 Investment Instruction - Change of Investment Mandate (Future Contributions Only)

If you want/need to change your investment mandate for your future contribution, you can use the **Change Investment Mandate** function.

The screenshot shows the 'Change Investment Mandate' interface. At the top, there is a back arrow and the title 'Change Investment Mandate'. Below this is a 'MPF Scheme' section with an image of an airplane and the text 'Choose MPF Account Employee 123456'. A large '0%' is displayed, with 'NEW INVESTMENT CHOICE' underneath. There are four tabs: 'Employer's Mandatory Contributions', 'Member's Mandatory Contributions', 'Employer's Voluntary Contributions', and 'Member's Voluntary Contributions'. The first tab is selected. Below the tabs, there are two rows of investment choices. The first row shows 'MPF STABLE FUND - HKCDE' with a 'New Choice' label and a '0%' field. The second row shows 'MPF GROWTH FUND - HKDEF' with a 'New Choice' label and a '0%' field. A yellow 'NEXT' button is at the bottom.

1. Select **"Change of Investment Mandate (Future Contributions Only)"** in the Investment Instruction dashboard.
2. Select **"OK"** after reading the Important Notes.



Important: Read the **"Important Notes"** carefully before commencing any investment instruction.

The screenshot shows the 'Change Investment Mandate' interface. At the top, there is a back arrow and the title 'Change Investment Mandate'. Below this is a 'MPF Scheme' section with an image of an airplane and the text 'Choose MPF Account Employee 123456'. A large '100%' is displayed, with 'NEW INVESTMENT CHOICE' underneath. There are four tabs: 'Employer's Mandatory Contributions', 'Member's Mandatory Contributions', 'Employer's Voluntary Contributions', and 'Member's Voluntary Contributions'. The first tab is selected. Below the tabs, there are two rows of investment choices. The first row shows 'MPF STABLE FUND - HKCDE' with a 'New Choice' label and a '50%' field. The second row shows 'MPF GROWTH FUND - HKDEF' with a 'New Choice' label and a '50%' field. A yellow 'NEXT' button is at the bottom.


3. Scroll down to view more constituent funds you can choose.
4. Select the **percentage of your new investment choice(s)** by tapping the percentage field → Select **NEXT**.



Tips: The total investment mandate percentage in each contribution type should equal to 100%.

Change Investment Mandate

MPF Scheme



Choose MPF Account
Employee 123456

0 %

NEW INVESTMENT CHOICE

Employer's Mandatory Contributions	Member's Mandatory Contributions	Employer's Voluntary Contributions	Member's Voluntary Contributions
			MPF STABLE FUND - HKCDE
			MPF GROWTH FUND - HKDEF

New Choice: 0%
 New Choice: 0%

SUBMIT

5. Repeat Step 3 and 4 for other contribution type(s) if necessary.



Tips: You can decide new investment choice(s) by fund / by contribution type.

6. Select **SUBMIT**.

7. You will be taken to the **Change of Investment Mandate Data Confirmation** page.

If your instruction is correct, please click 'Confirm'. If you want to make any changes, please click 'Back'.

Employer's Mandatory Contributions

MPF STABLE FUND - HKCDE	50.000%
MPF GROWTH FUND - HKDEF	50.000%

Change of Investment Mandate will not be applied to Member's Mandatory Contributions, Member's Voluntary Contributions and Employer's Voluntary Contributions.

BACK CONFIRM

8. Read carefully and select **CONFIRM** if you would like to Confirm the Change of Investment Mandate instruction.



Tips: If you have second thought after submitting the Change Investment Mandate, please go to **"My Requests"** to cancel the request by cut-off time. The cut-off time of your MPF scheme has been stated in the **"Important Notes"** section.




Remarks: Not just new contributions, any new transfer-in assets from other MPF account(s) will also follow the **Investment Mandate**.

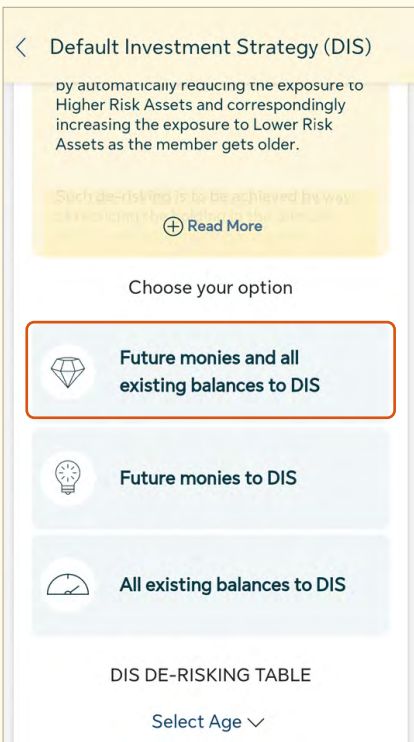
6.3 Investment Instruction – Joining Default Investment Strategy (DIS)

DIS is a ready-made investment arrangement as stipulated in accordance with the Mandatory Provident Fund Schemes Ordinance, consists of two mixed constituent funds.



1. Select **“Joining Default Investment Strategy (DIS)”** in the Investment Instruction dashboard.
2. Select **“OK”** after reading the Important Notes.

 **Important:** Read the **“Important Notes”** carefully before commencing any investment instruction.



3. Scroll down to view the options.
4. Choose from the 3 options, **“Future monies and all existing balances to DIS”**, **“Future monies to DIS”** or **“All existing balances to DIS”** → Select your chosen option.


< Default Investment Strategy (DIS)

by automatically reducing the exposure to Higher Risk Assets and correspondingly increasing the exposure to Lower Risk Assets as the member gets older.

Such de-risking is to be achieved by way of reducing the risk in the Sun Life MPF Core Asset Fund

[Read More](#)


Choose your option

 **Future monies and all existing balances to DIS**

Future monies and all existing balances to DIS ×

Your future monies (including contributions and transfer-in monies) and all existing balances will be switched to DIS which will be invested in accordance with the pre-determined fund choices based on your age. The investment mandate for future monies will be changed and existing balance will be switched automatically on your birthday or the business day after your birthday (if the birthday on a non-business day).

SELECT

 **Tips:** For all DIS options, your investment mandate for **future monies and/or existing balances** will be **changed automatically** on your birthday or the business day after your birthday (for non-business day).

5. Select **SELECT**.

Future monies and all existing balances to DIS

I understand my future monies (including contributions and transfer-in monies) and all existing balances will be switched to DIS which will be invested in accordance with the pre-determined fund choices based on my age. The investment mandate for future monies will be changed and existing balance will be switched automatically on my birthday or the business day after my birthday (if the birthday on a non-business day).

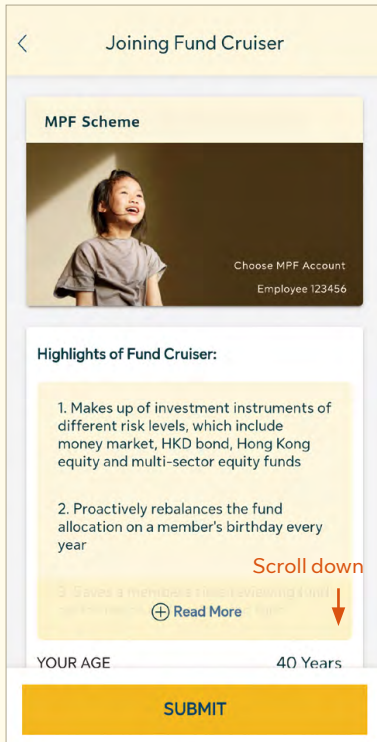
Are you sure to join Default Investment Strategy?

Cancel **Confirm**


6. Select **Confirm** to submit your option.

6.4 Investment Instruction - Joining Fund Cruiser (Only applicable to Sun Life Rainbow MPF Scheme members)

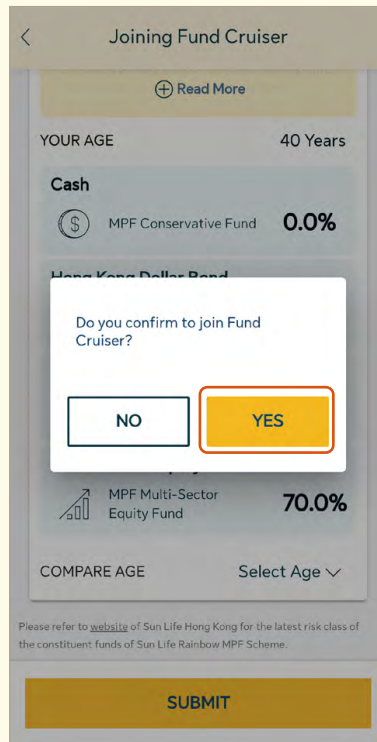
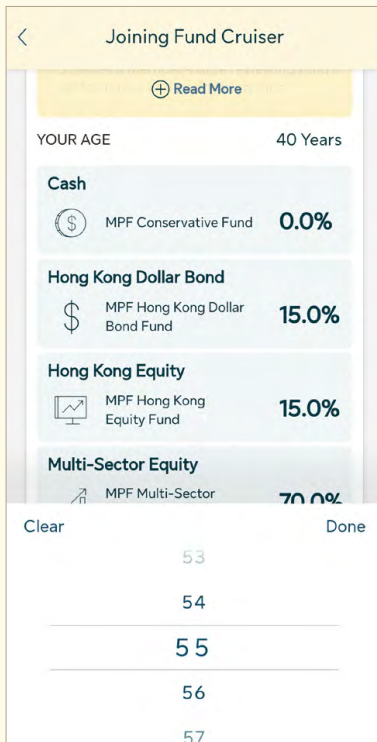
The Fund Cruiser is a pre-determined asset allocation program, which automatically rebalances your MPF portfolio every year according to your age on your birthday.




1. Select **"Joining Fund Cruiser"** in the Investment Instruction dashboard.
2. Select **"OK"** after reading the Important Notes.

 **Important:** Read the **"Important Notes"** carefully before commencing any investment instruction.

3. Scroll down to view the **details of asset allocation** based on your current age.

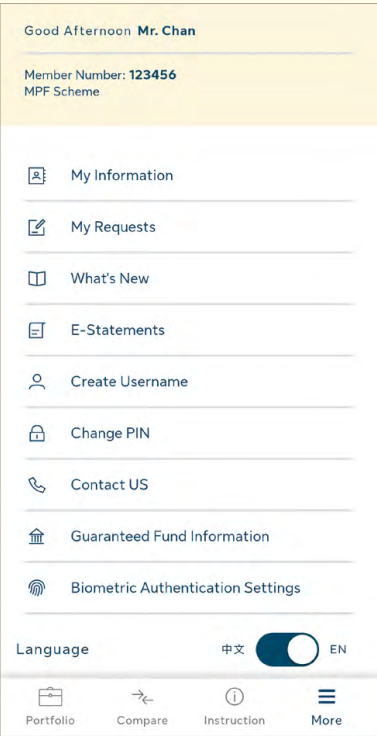
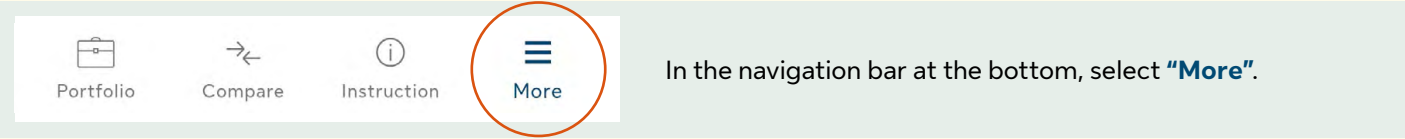


 **Tips:** Tap on the **"Select Age"** drop-down and select an age to **view the asset allocation of different ages**.

4. Select **SUBMIT**.
5. Select **YES** to confirm joining fund cruiser.

7 More

Can't wait to explore Sun Life MPF mobile App? At the More function, we have integrated with more functions fitting in your need.

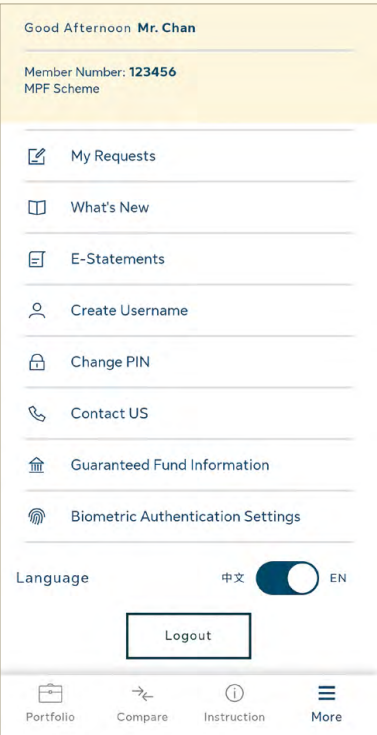


1. You will be taken to the **More dashboard**.

2. Here you can see:

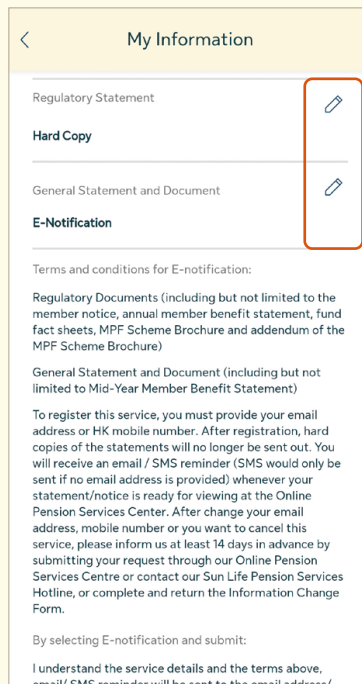
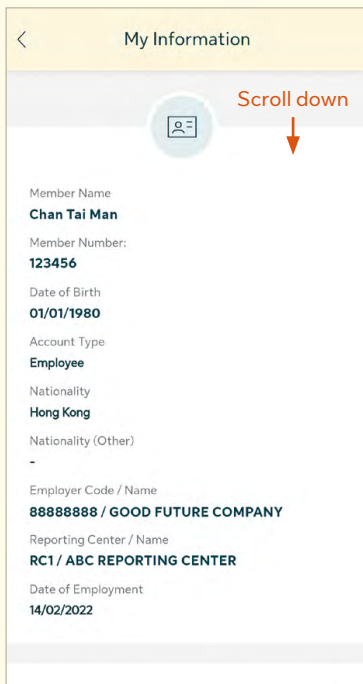
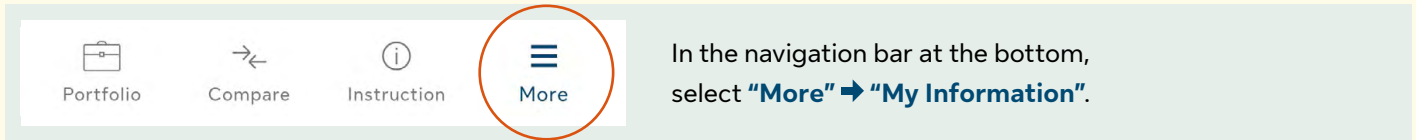
- a** My Information
- b** My Requests
- c** What's New
- d** E-Statements
- e** Change Username
- f** Change PIN
- g** Contact US
- h** Guaranteed Fund Information (applicable to SHKP MPF Employer Sponsored Scheme members only)
- i** Biometric Authentication Settings / Face ID Settings
- j** Language
- k** Logout

3. Select what you would like to view or manage.

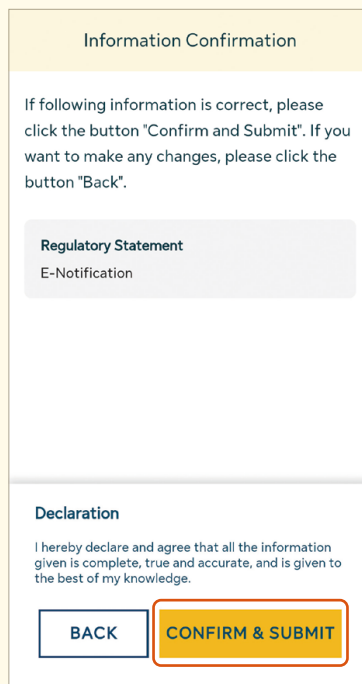
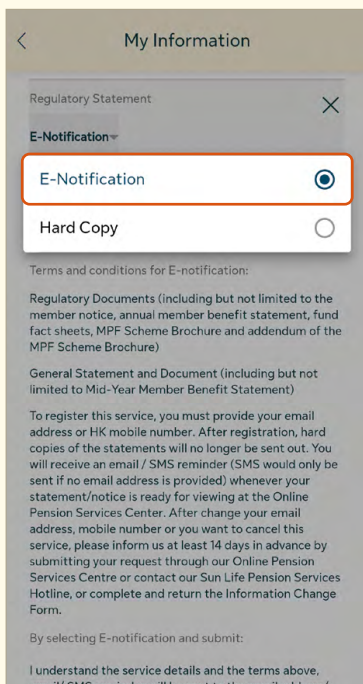


7.1 More - My Information

You can view your existing personal information in **My Information**. To change and update your current personal information, you can submit a request to us for all accounts under the same scheme of BestServe's administration at once. Here you can also change how you would like to receive your regulatory / non-regulatory statement.



1. Here you will see your **basic information**. Scroll down to view more.
2. If you have any update, tap the button of the field.
3. Update your information by **entering new information** or **selecting your option from the drop-down menu**.
4. Select **SUBMIT**.
5. You will be taken to the **Information Confirmation** page.
6. Select **CONFIRM & SUBMIT**.



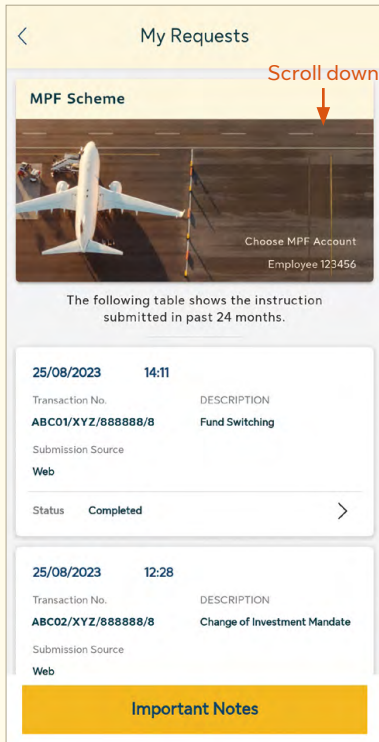
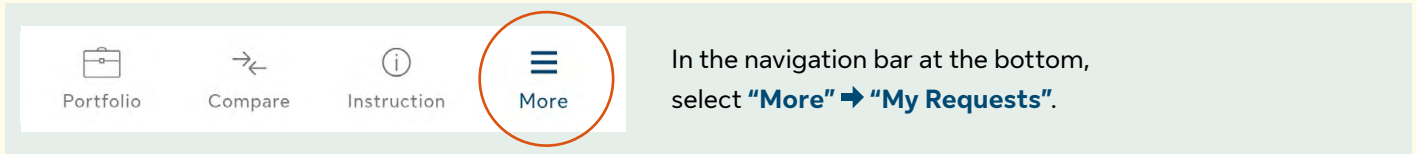
Tips: Go green! Here you can choose to receive your statements by e-notification.



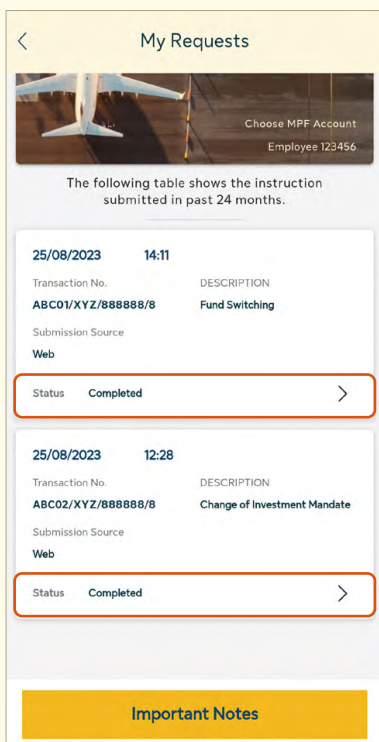
Remarks: If you have registered e-notification, remember to **check** your designated **electronic mail box regularly**, including the junk mail box (SMS would only be sent if email address is not provided).

7.2 More - My Requests

Sun Life MPF keeps you ahead of your every instruction made within the account via all channels (e.g. web; mobile; paper or IVRS) submitted in the past 24 months.



1. Scroll down to view more.
2. For particular investment instructions and personal information update, you can view details by selecting >.



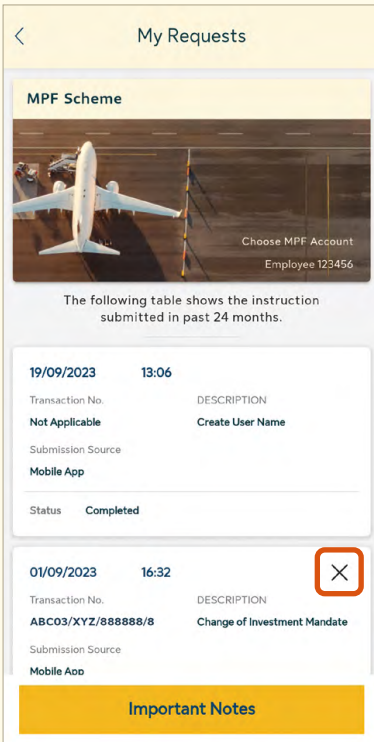
Tips: You can view and monitor the below requests in My Requests:

- Create / Change Username
- Change / Forgot PIN
- Fund Switching
- Change of Investment Mandate
- Joining Default Investment Strategy (DIS)
- Joining Fund Cruiser (Only available to Sun Life Rainbow MPF Scheme members)
- Update Personal Information



Tips: **"Status"** is shown for you to monitor the transaction progress.

Instruction Cancellation

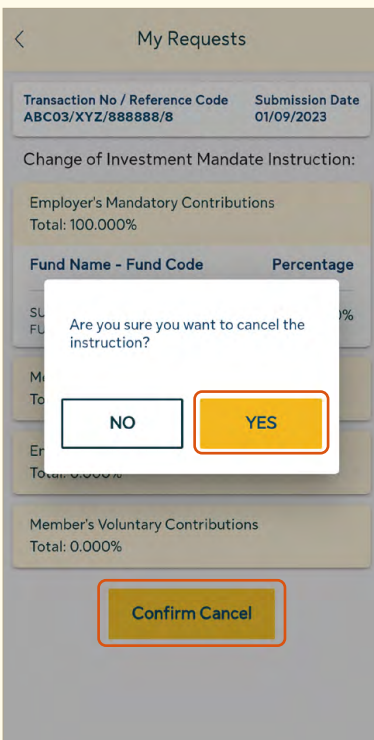


1. Select **X** to cancel the instruction submitted.

2. Select **Confirm Cancel**.



Tips: Submitted instructions can only be cancelled before cut-off time. Instructions submitted after the cut-off time will be processed with status changed to **"In Progress"**. Instructions with status of **"In Progress"** or **"Completed"** can not be cancelled. The cut-off time of your MPF scheme has been stated in the **MPF Scheme Brochure**.

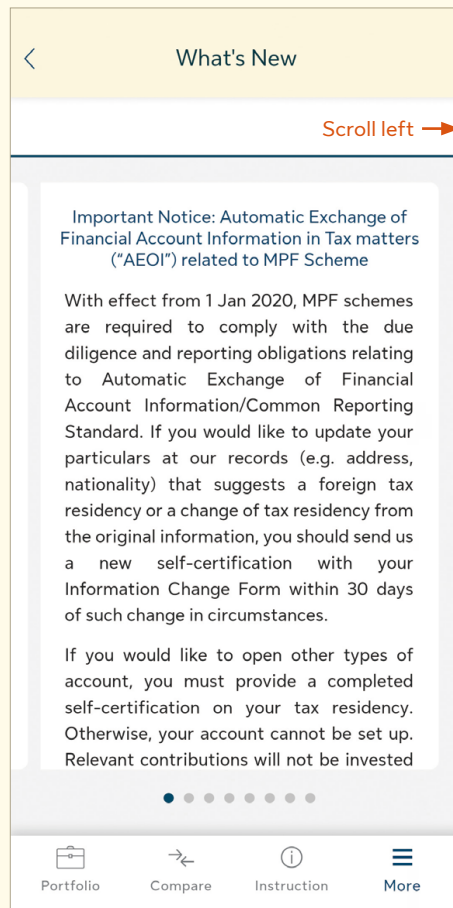
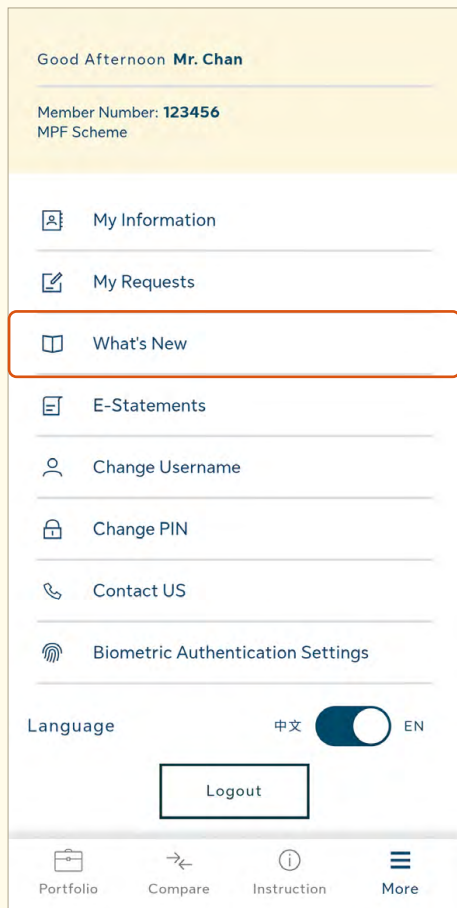
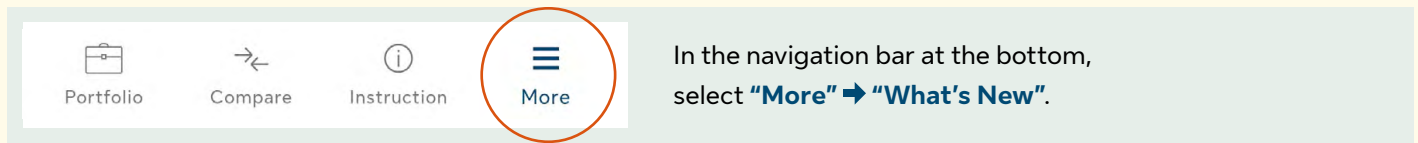



3. Select **YES** if you are sure to cancel the instruction.

4. You will see the status changes from **"Submitted"** to **"Cancelled"**.

7.3 More - What's New

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



 **Tips:** Scroll left to view more messages (if applicable).

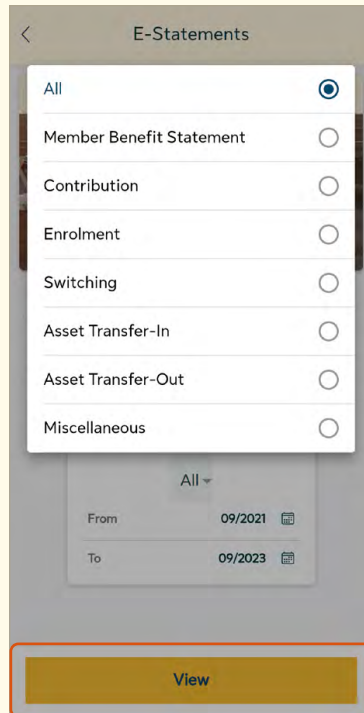
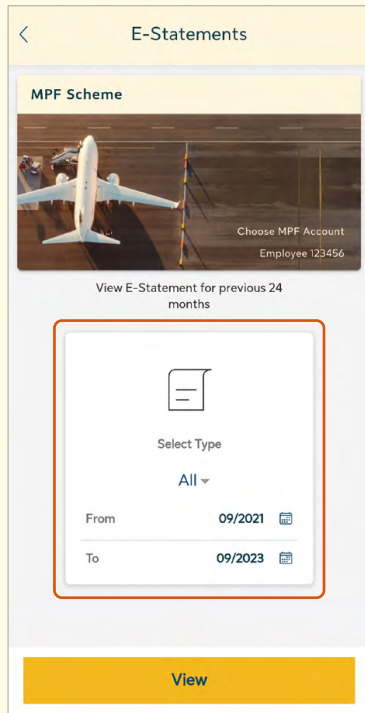
7.4 More - E-Statements

You can now instantly 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**.

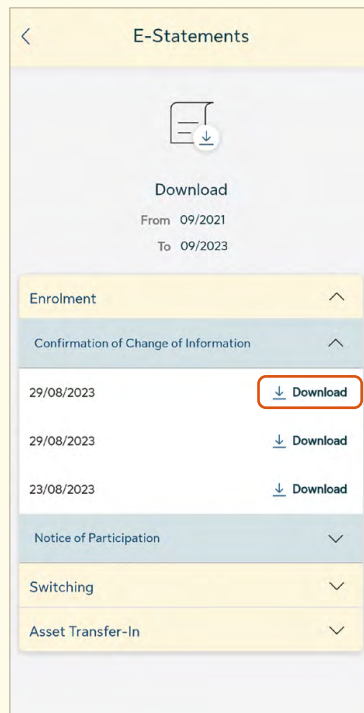
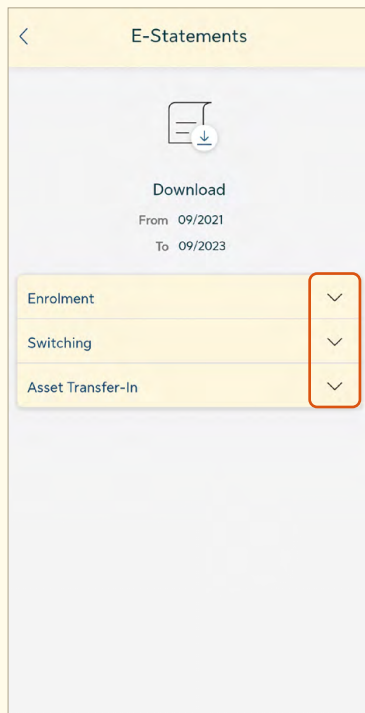
In the navigation bar at the bottom, select **"More"** → **"E-Statements"**.



1. Choose the **type and period** of the statement.
2. Select **VIEW**.

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

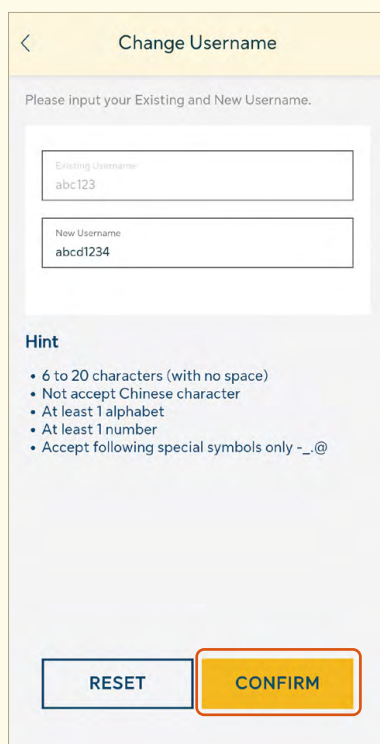
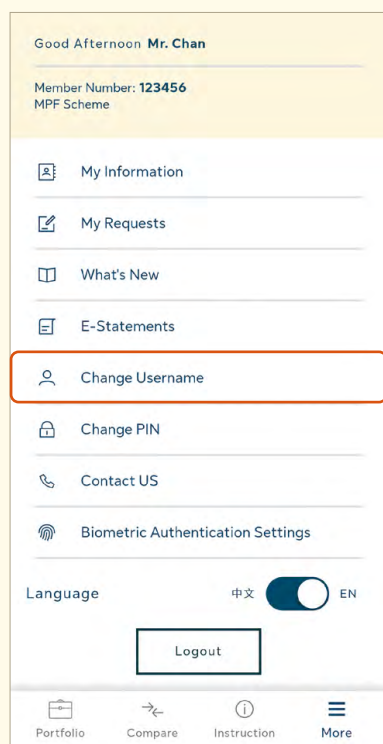
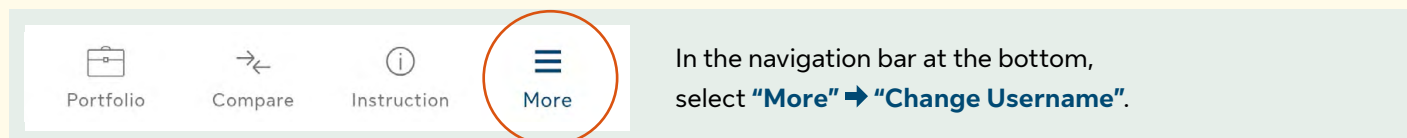
- Member Benefit Statement
- Contribution
- Enrolment
- Switching
- Asset Transfer-In/Out
- Miscellaneous



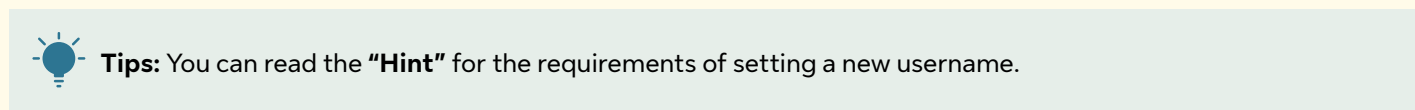
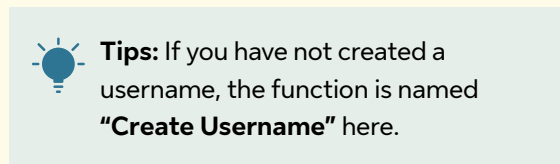
3. You can now **download** to view your **e-statement and letters** sorted by statement type.

7.5 More - Change Username and PIN

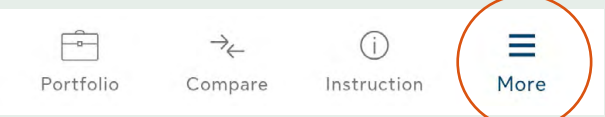
Change Username



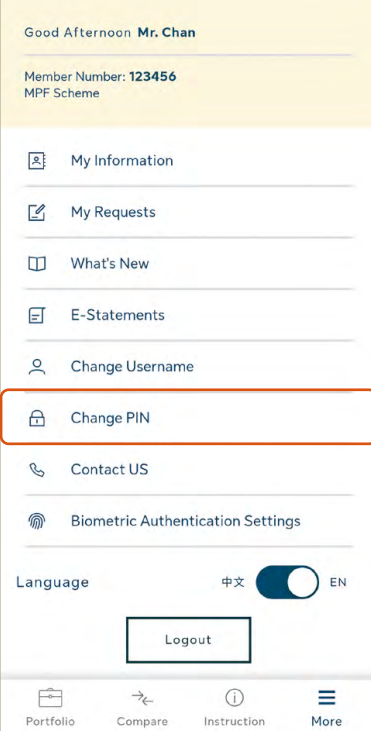
1. Input your **new username**.
2. Select **CONFIRM**.



Change PIN



In the navigation bar at the bottom, select **"More"** → **"Change PIN"**.



Good Afternoon **Mr. Chan**

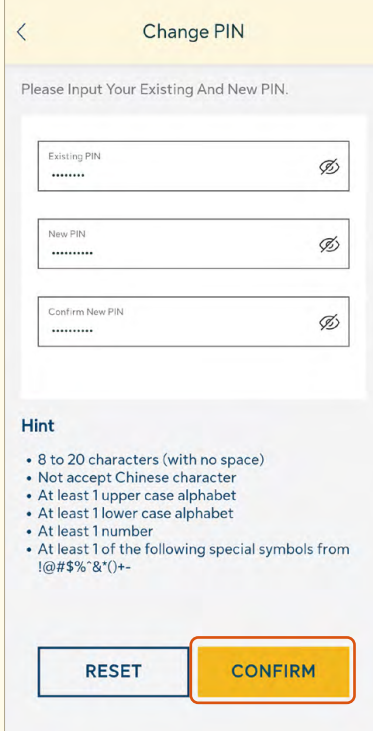
Member Number: **123456**
MPF Scheme

- My Information
- My Requests
- What's New
- E-Statements
- Change Username
- Change PIN**
- Contact US
- Biometric Authentication Settings

Language: 中文 EN

Logout

Portfolio Compare Instruction More



Change PIN

Please Input Your Existing And New PIN.

Existing PIN
.....

New PIN
.....

Confirm New PIN
.....

Hint

- 8 to 20 characters (with no space)
- Not accept Chinese character
- At least 1 upper case alphabet
- At least 1 lower case alphabet
- At least 1 number
- At least 1 of the following special symbols from !@#\$%&'()*+,-

RESET CONFIRM

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

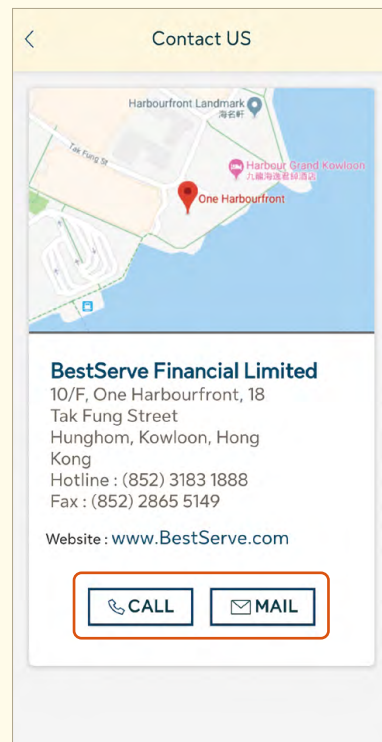
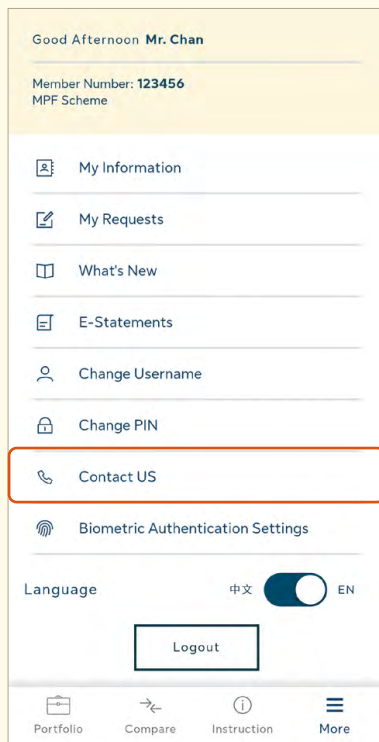
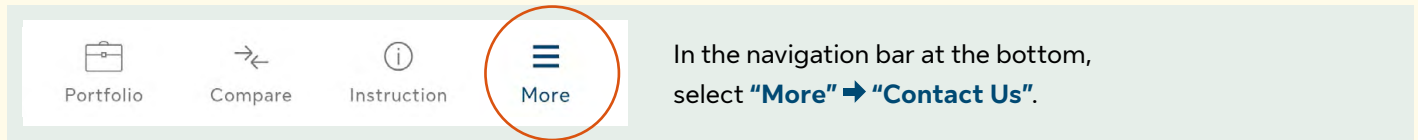
2. Confirm **new PIN** → Select **CONFIRM**.



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

7.6 More - Contact Us

It's always a privilege to serve you. If you have any questions, you can view our contact information in the **Contact Us** page.



1. Here you can view our contact information.
2. Select **CALL** to contact us by phone.
3. Select **MAIL** to contact us by leaving a message.



Tips: Tap on the map and you will be directly taken to the **Google Map** connected with our location.

8 Forgot PIN

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

The image shows the Sun Life login page. At the top, there is the Sun Life logo and the Chinese characters '永明金融'. Below the logo, there is a language selection dropdown set to 'EN'. The main heading is 'Log in to your MPF account:'. There are two radio buttons: 'HKID / Passport Number' (selected) and 'Username'. Below these are two input fields: the first contains 'HKID No. A123456(7) input as A1234567' and the second is labeled 'Enter PIN'. There is a 'Remember Me' checkbox. At the bottom, there are three buttons: 'Login', 'Forgot PIN' (highlighted with a red box), and 'First Time Registration'. There are also links for 'Legal' and 'Privacy'.

This screen is titled 'Finding your record'. It has two radio buttons: 'HKID/Passport Number' (selected) and 'Username'. Below is a 6-digit masked input field. The question is 'How would you like to receive One-time password (OTP)?' with two radio buttons: 'SMS' (selected) and 'Email'. A note says 'If you don't have Hong Kong Mobile Number, then you can receive OTP via Email.' Below is a phone number input field with '+852' in a dropdown and '98765432' in the field. There is a checked checkbox: 'I have read and understood how I will get the One-time password.' At the bottom are 'Cancel' and 'Next' buttons.

1. Select **"Forgot PIN"** at the login page.
2. Input your **HKID / Passport Number / Username** with your **registered mobile no. / e-mail** for receiving **One-time password (OTP)** → Select **Next**.

This screen shows a confirmation message: 'Your One-time password (OTP) has been sent to: +852 9*****0'. It states 'It will expire after 5 minutes upon request.' Below is the instruction 'Please enter the 6-digit OTP' followed by a 6-digit masked input field. There is a link 'Didn't receive OTP? Resend OTP'. At the bottom are 'Cancel' and 'Next' buttons. At the very bottom is a 'New PIN' button with a right-pointing arrow.

This screen is titled 'New PIN'. It has the instruction 'Create PIN' followed by a 6-digit masked input field. Below is the instruction 'Confirm PIN' followed by another 6-digit masked input field. At the bottom are 'Cancel' and 'Submit' buttons.

3. Your **OTP** will be sent to your mobile/e-mail. Enter the **6-digit OTP** → Select **Next**.
4. **Create PIN** → **Confirm PIN** → Select **Submit**.

Download and login the Sun Life MPF now to experience more!

Administrator:

BestServe Financial Limited

10th Floor, One Harbourfront, 18 Tak Fung Street, Hunghom, Kowloon, Hong Kong

Sun Life Pension Services Hotline: (852) 3183 1888

SHKP MPF Hotline: (852) 3183 3183