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Sun Life Rainbow MPF Scheme

Experience now! Whenever and wherever, always be there for you







The side tabs take you to the different sections in this guide.

The home icon takes you back to the table of contents.

These arrows take you to the next page or the previous page.

How to navigate?





Online Pension Services Centre - Online Contribution Service

Welcome to the Online Pension Services Centre! Our e-service platform can help you to make contributions efficiently and securely. New to the Online Pension Services Centre? This guide provides you a guidance to use online contribution submission and contribution-related services. In addition, it can help you navigate the platform more easily and get to know different features to enhance your overall experience.

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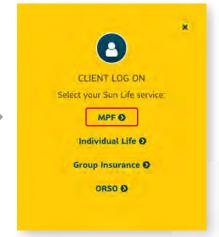
Start Using Our Online Contribution Service

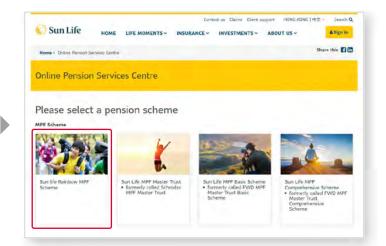






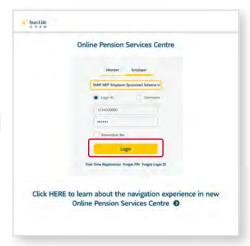






- 1. Visit Sun Life Hong Kong's website at www.sunlife.com.hk
- 2. Click the sign in button at the upper-right corner of the homepage
- 3. Select "MPF" on the pop-up menu
- 4. Choose "Sun Life Rainbow MPF Scheme" and click the "Login Now" button
- 5. Select the "Employer" tab and choose "Sun Life Rainbow MPF Scheme"
- 6. Input your Login ID/Username and PIN, then click the Login button to enter the homepage of the Online Pension Services Centre





Contribution Submission (outstanding contributions)







Making Online Contributions

With our Online Pension Services Centre, calculating and making contributions have never been easier. Here you can find all outstanding contributions including upcoming contribution to be made and any contribution is due for payment settlement or data update.

- 1. Select "CONTRIBUTION" on the top navigation menu and choose "Online Submission/Outstanding Contributions"
- 2. Click the > button to choose a contribution period

Tips:

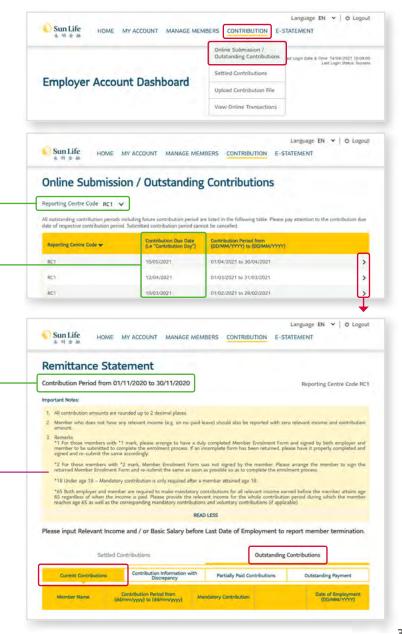
- You can view by Reporting Centre (if applicable).
- You can find the contribution due date for each contribution period.
- 3. Then, you will enter the page of Remittance Statement and will be directed to tab of "Current Contributions" under "Outstanding Contributions" of the chosen contribution period

Tips:

You can confirm which reporting centre and contribution period you are managing at the top of the page.

Important:

You should read the "Important Notes" carefully before managing contribution data.







Start Input Contribution Data (current contributions)

- 4. You can start checking and/or inputting the Relevant Income and/or Basic Salary for each member
 - The Relevant Income and/or Basic Salary will be pre-filled according to the instruction from the employer and the latest posted contribution amount (if any)
 - You can always edit/input the Relevant Income and/or Basic Salary for each member based on the actual amount

Tips:

- For member contributing for the first time, you need to fill in the Relevant Income and/or Basic Salary in the fields accordingly.
- For existing member, if the Relevant Income and/or Basic Salary have not been pre-filled, please call Sun Life Pension Services Hotline at 3183 1888 or contact your Relationship Manager for the instruction.
- The column of "Voluntary Contribution" will be shown only if voluntary contributions is available.

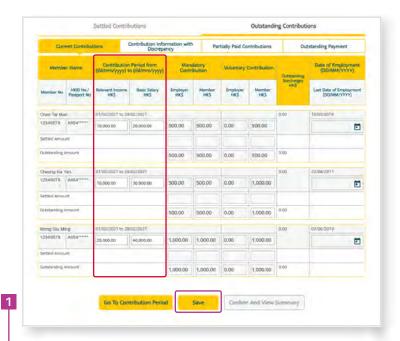
Remarks:

For those members who are covered in the chosen contribution period, all their records should be available. If you find any missing member record, it is possible that the member account has not been set up or the relevant member is not yet eligible to make contributions in the chosen contribution period.

5. Click the Save button when you completed all required information, then click the Confirm and View Summary button and you will be redirected to the page of Remittance Statement Summary

Important:

The contribution data will be saved once you have clicked the Save button. You can still access the saved contribution data when you login again. To complete the Remittance Statement Submission, you are required to click the Confirm and View Summary button. This button will be dimmed until you saved the contribution data. Please note that Remittance Statement which has been saved but not submitted will be treated as not-submitted contribution.











Report last date of employment (if applicable)

Our e-service platform allows you to report the termination of employment by taking a few simple steps.

- 6. To report a termination of employment, click the button from the column of "Last Date of Employment"
- 7. Complete the following information, then click the Save button
 - Last date of employment
 - Reason for termination
 - Whether the member is entitled to Long Service Payment/Severance Payment

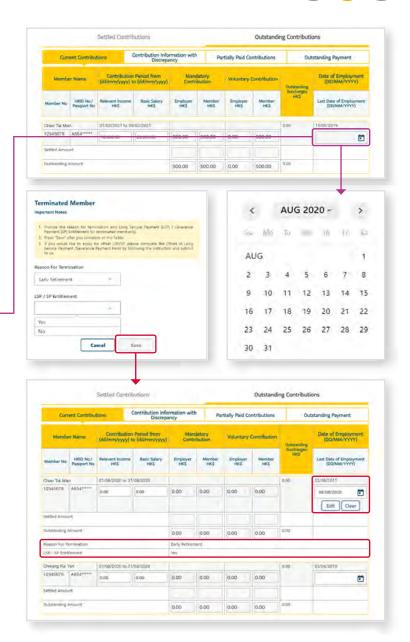
Important:

The last date of employment must be on or before the end date of this contribution period. Otherwise, please report this termination of employment in the relevant contribution period or complete and submit the physical Leaving Member Notification Form.

8. The reported termination will be updated once you saved the data. You can still click the **Edit** or **Clear** button to edit the details

Tips:

The member termination will be reported when you submit the contribution data.









First contribution to new enrolled member

When a new hired employee has joined the MPF scheme and completed the enrollment and reached continuous 60 days of employment in a specific contribution period, the new member record with completed enrollment will be shown in the system in order to help you making the first contribution for the new member efficiently. The following example shows you how it works.

- 1. If the first day of employment of a new member is 1 March 2021
 - The new member will reach the continuous 60 days of employment period on 29 April
 - The new member's first eligible contribution period will be March 2021 which will be shown in April 2021
- 2. In the Outstanding Contributions for April 2021, you will find the following two records for the new member
 - 01/03/2021 to 31/03/2021 (Mar 2021) Both shown in Apr 2021 • 01/04/2021 to 30/04/2021 (Apr 2021)
- 3. Input the Relevant Income and/or Basic Salary and settle the first contribution for the new member on time

(1) Important:

Relevant Income and/or Basic Salary of new members will not be pre-filled. Please input the Relevant Income and/or Basic Salary manually.

Remarks:

Further to the above example, it is possible that no record is shown in the Outstanding Contributions - Current Contribution and the contribution for March keeps showing on the page of the "Online Submission / Outstanding Contributions" even if the contribution for the existing members has been settled. Don't worry! Once the contribution payment for April (including March and April records) of the new member has been settled, the contribution periods for March and April will be completed.

Tips:

Click "First Contribution Calculator" from the footer navigation of Online Pension Services Centre to calculate the first contribution details of a new member.



Tips:

A "New Member" remark in orange color will be labelled for your easy reference. You can also refer to the Important Notes at the top of the page for the description of the remarks in orange.









Contribution period with outstanding items

In the page of the "Online Submission/Outstanding Contribution", you can access a particular contribution period to check the contribution progress by clicking different tabs.

Settled contributions

If part of the members' contribution have been successfully settled, the settled records will be shown in the tab of "Settled Contributions".

Remarks:

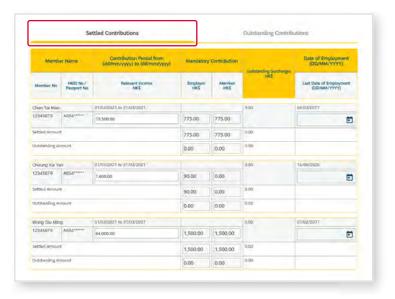
If all members' contributions have been sucessfully settled, you cannot view this page and submit further contribution update instruction. Please click the "Contribution" tab on the top navigation menu, then access the page of the "Settled Contributions" to view the relevant contribution record.

Contribution information with discrepancy

This tab shows you the members whose reported relevant income mismatching the reported contribution amount.

Remarks:

Under the tab of "Contribution Information with Discrepancy", you can update the relevant income of members, confirm the relevant income matching the expected contribution amount and re-submit the contribution instruction.











Partially paid contributions

Under the tab of "Partially Paid Contributions", you can find member record with not fully settled contribution (e.g. partially paid contributions, outstanding surcharge, etc.).

Remarks:

Under the tab of "Partially Paid Contributions", you can update the relevant income of members and re-submit the contribution instruction if necessary.

Outstanding payment

After submitting contribution data, the submitted data will be shown under the tab of "Outstanding Payment" until your contribution payment is received.

Remarks:

Please settle the contribution payment on time. If you have settled the contribution payment, the contribution data under the tab of "Outstanding Payment" will be automatically updated after your payment is received. If you need to make any change, please call **Sun Life Pension Services Hotline at 3183 1888**.











Contribution review and submission

After clicking the Save and the Confirm and View Summary buttons, you will be redirected to the page of "Remittance Statement Summary".

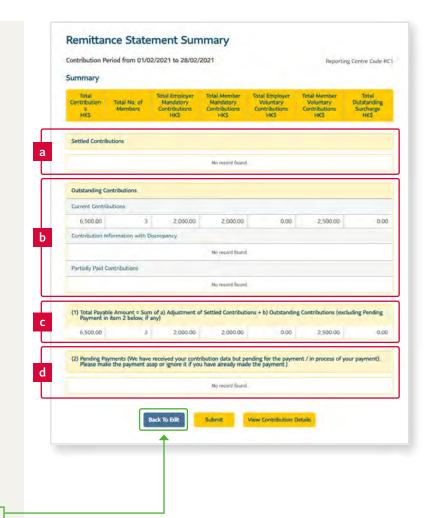
Review before submission

Please review the contribution amounts and payment summary carefully.

- 1. Please review the following details (if any) before submission:
 - a Settled contributions
 - Member records successfully settled
 - If there is further adjustments of settled contributions, the change will be also reflected here
 - **b** Outstanding contributions
 - Upcoming contribution to be made, or any contribution data is due for payment settlement or data update
 - c Total payable amount
 - Sum of Part a (Adjustment of Settled Contributions) + Part b (Sum of Outstanding Contributions)
 - d Pending payments
 - Previous submission received with pending payment or payment in progress
- 2. Click the **Submit** button



You can click the Back To Edit button for editing the data or the View Contribution Details button for review before submitting the data.









Submission

Just that easy! You have done the contribution submission.

3. You will receive a transaction number for reference and your chosen payment method will be provided

Tips:

You can consider to set up the Direct Debit Authorization in order to simplify the payment settlement.

4. You can click the icon to choose a Contribution Payment Date, then click the Print MPF Contribution Advice button to generate the MPF Contribution Advice

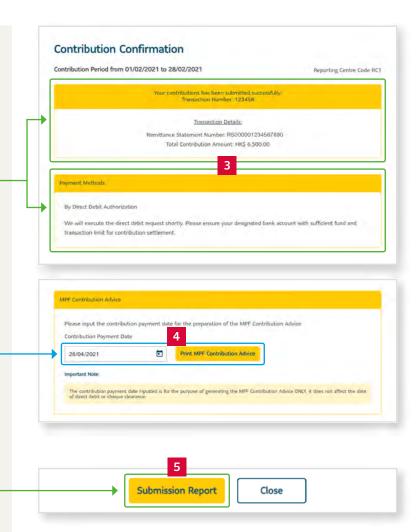
Remarks:

The contribution payment date should be on or after the MPF Contribution Advice generation date.

5. You can click the **Submission Report** button to view the Online Remittance Statement Summary Report

Tips:

Don't worry if you forget to save or print the MPF Contribution Advice and the Online Remittance Statement Submission Report. You can always generate the documents from the feature of the "View Online Transactions" and retrieve them from "e-Statement".



More contribution-related services







Fully settled contributions

The fully settled contribution periods in past 24 months can be retrieved from the Online Pension Services Centre and viewed either by period or by member.

You can click "CONTRIBUTION" on the top navigation menu, then access the page of the "Settled Contributions"

View by period

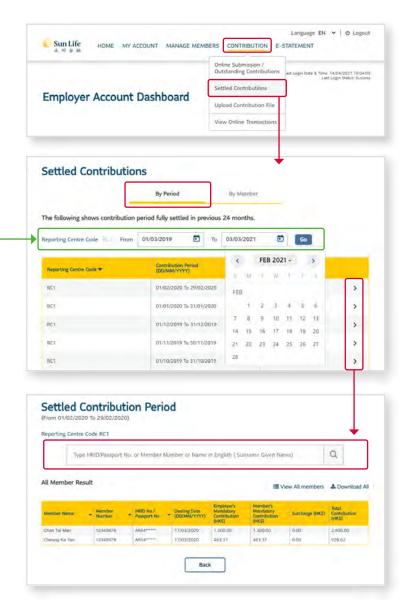
By default, the settled contributions of all reporting centres are shown by period.

1. Click the > button for details

Tips:

You can search any particular settled contribution record(s) by filtering of the reporting centre and the contribution period.

- 2. The search function enables you to search a particular member record from the contribution period you selected
- 3. To return for checking all members' record of the selected settled contribution period, click the "View All Members" button







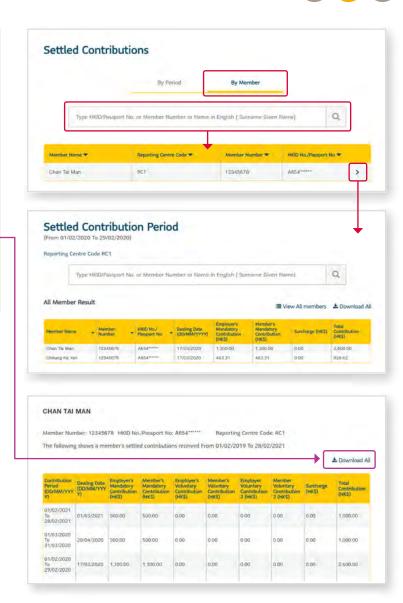


By Member

- 1. Click the tab of "By Member"
- 2. Search a particular member by typing HKID/Passport No., Member Number or Name in English
- 3. Click the > button to access the settled contribution records of the chosen member

(Important:

When accessing settled contributions by period or by member, you can click the "Download All" button to download the records in CSV format. In addition, you can also retrieve Employer Contribution Statement for settled contributions from "e-Statement".









View online transactions

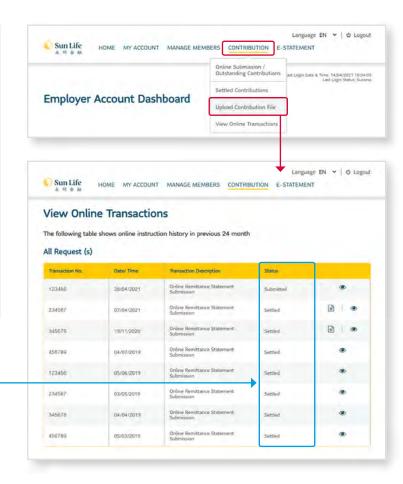
This feature enables you to review the online transaction history in past 24 months in order to keep track of what transactions you have done via the Online Pension Services Centre.

To access this feature, select "View Online Transaction" under "CONTRIBUTION".

Remarks:

The online transaction history provides you the status of each online transaction in order to help you monitoring the progress.

For Online Remittance Statement Submission, "Submitted" means that the contribution data has been submitted and "Settled" means that the contribution has been allocated.









View Details

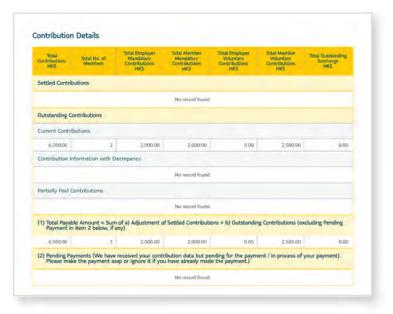
This function is applicable to contribution submitted by "Online Remittance Statement Submission" only.

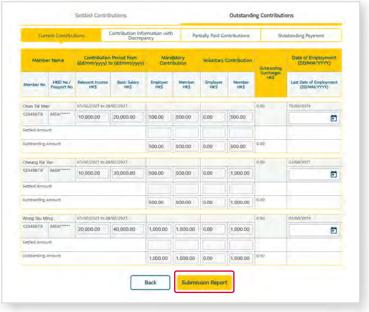
- 1. Click the 🕔 button
- 2. You will be redirected to the page of "Contribution Details" in which the contribution data you have provided

Tips:

The transactions of submitted Online Remittance Statement are available for view only. If you need to make any change, please call Sun Life Pension Services Hotline at 3183 1888.

3. Click the Submission Report button to view the statement











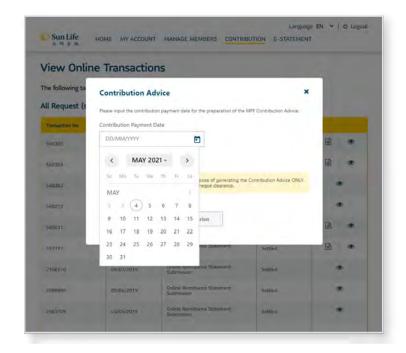
MPF Contribution Advice

The document icon will be shown only if the MPF Contribution Advice of the online transaction has **NOT** been generated.

- 1. Click the 🖹 button
- 2. Select a Contribution Payment Date
- 3. Click the "Print" button to obtain the MPF Contribution Advice

Tips:

No document icon will be shown for the transaction of the Online Remittance Statement Submission if the MPF Contribution Advice was generated and stored in the Online Pension Services Centre. You can retrieve the stored MPF Contribution Advice in the page of "e-Statement".









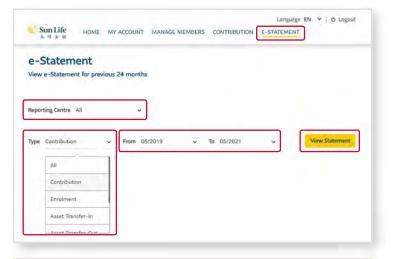
e-Statement

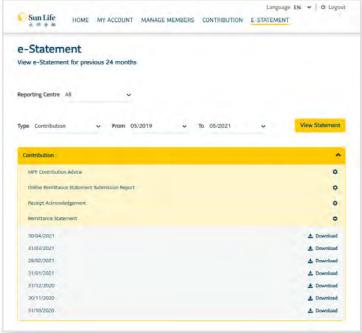
In the page of the "e-Statement", you can find different types of statement, such as MPF Contribution Advice.

- 1. Click "E-STATEMENT" on the top navigation menu
- 2. Search the e-Statement you are looking for by the reporting centre, type of e-statement and the generation period
- 3. Click the "View Statement" button
- 4. Based on your searching criteria, the available e-statements will be shown by document type
- 5. Click the "Download" button to download the e-Statement you needed

(1) Important:

Physical copies of statement sending by mail could be delayed or damaged. e-Statement provides you a convenient and secured way to access your statements, including the Remittance Statement.









Experience our Online Pension Services Centre now!

For enquiry, please call Sun Life Pension Services Hotline at 3183 1888.





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