

China Life  
MPF

# E-Enrollment User Guide

China Life MPF • Your companion for retirement life

China Life Trustees Limited  
(MPF) Hotline

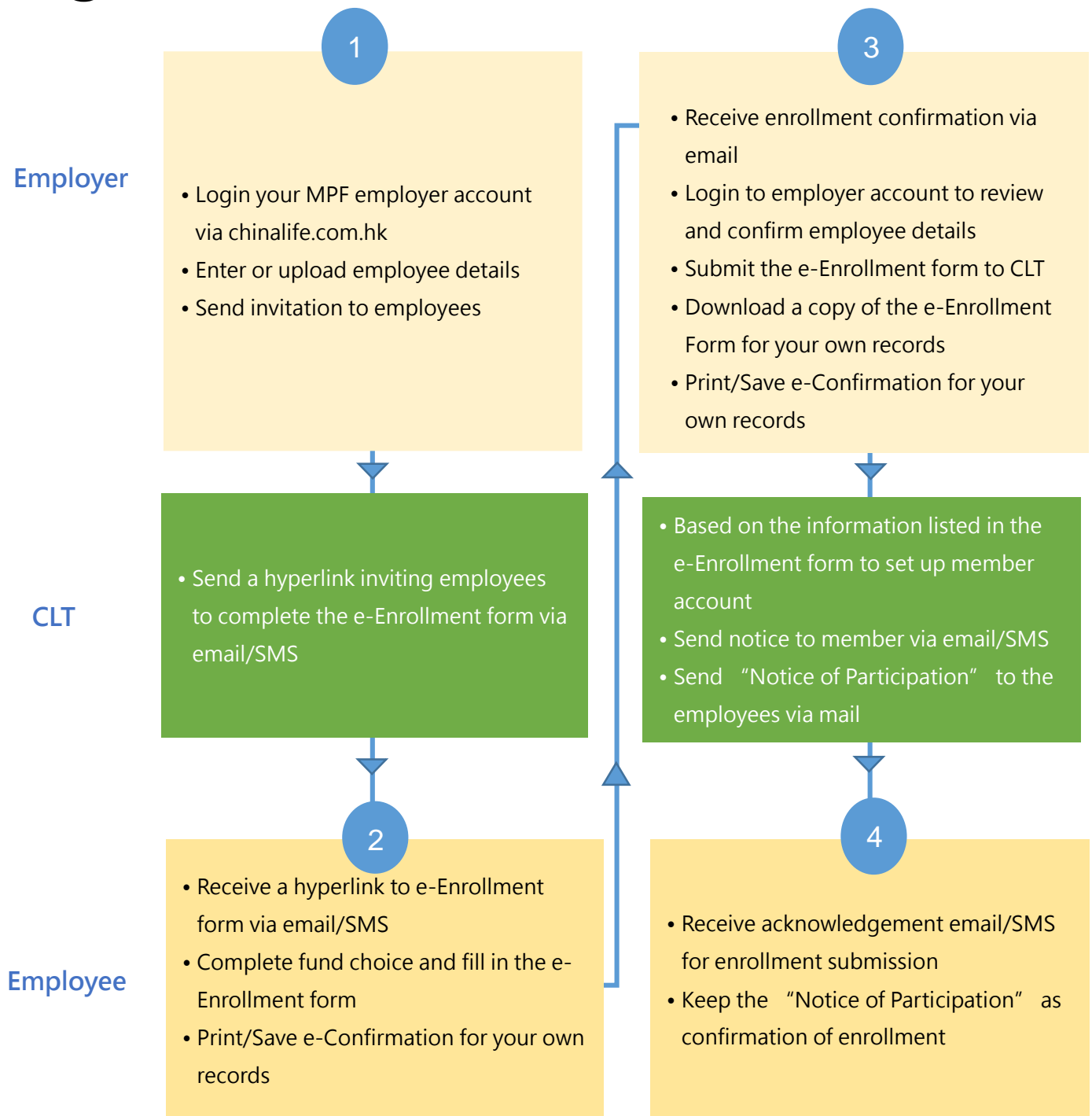
3999 5555 [www.chinalife.com.hk](http://www.chinalife.com.hk)

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To assist employers in simplifying the registration process for new employees, China Life Trustees Limited ("CLT") has launched an electronic employee registration service, making it easy for you to process MPF registration online. Employers can register their employees online through our e-enrollment platform. This electronic platform allows employers and employees to directly input the information required for registration, saving time for collecting and mailing forms and reducing administrative work. The record tracking system for electronic employee registration also makes it easier for employers to process new employee registration. Please experience electronic employee registration now!

# Register Flow Chart



# Check Employee Account Opening status

Employers can login to the ER portal to check the account opening status of regular employees:

Enrollment Status	Explanation on status
1. To be invited by the employer:	The employer has entered employee related information and will send an invitation to the employee to fill in the application form.
2. To be submitted by employee	The employer has invited employees to fill in the application form, and the employee will enter the electronic platform to fill in and complete the submission.
3. To be confirmed and submitted information provided by the employer:	The employee has initially submitted the application form, and the employer will enter the electronic platform to review the information submitted by the employee and complete the final submission.
4. Submitted:	The employer has reviewed and finally submitted the application form. The employee enters the account opening process.

After submitting the final application, employers can log in to the ER portal and enter "Employee Account Opening Status" to check the latest account opening status. For details, please visit our official website [chinalife.com.hk](http://chinalife.com.hk) and refer to the E-Enrollment User Manual or scan the QR code below for more information.



Employer First-Time Registration Manual (Chinese only)



E-Enrollment User Manual (Chinese only)

## Frequently Asked questions

### Q1. Why can't Employer upload Excel file?

A: Some items in Excel file are compulsory, such as member name, identification document type and number, date of birth, mobile number, date of employment and employee type. If those items are missing or incorrectly filled, the Excel file could not be uploaded successfully.

**Q2. Can Employer revise an employee's record anytime?**

A: Employer can edit an employee's record before clicking "Send Invitation". Once the invitation has been sent, employer could only revise the employee's record after withdraw the invitation. No amendments can be made after employee completed the e-enrollment form. Employer should contact our customer service officer via email for assistance.

**Q3. Can Employer delete an employee record anytime?**

A: Employer can delete an employee record before clicking "Send Invitation". Once the invitation has been sent, employer could not delete any employee record through the ER portal.

**Q4. What should Employer do if the member details of employee are incorrect?**

A: Employer can edit an employee's record before clicking "Send Invitation". Once the invitation has been sent, employer could only revise the employee's record after withdraw the invitation. Employer should contact our customer service officer via email if the employee has completed the e-enrollment form.

**Q5. Will the invitation link being expired ?**

A: The invitation link will be expired after 21 days if the employee has not completed the e-enrollment form and the relevant member record will also be removed from the ER Portal as well. Employer should then resubmit the e-enrollment application.

**Q6. How do Employer know when employee complete the e-Enrollment form?**

A: Employer will receive an email confirmation after employee completed the e-enrollment form. Employer should login to the ER portal and review the e-submission within 21 days. Please note the member record will be deleted after 21 days if the employer has not reviewed the e-enrollment form

**Q7. Can an employer add multiple records for the same employee through the ER Portal?**

A: Employee's information will be stored in the system database after employer submitted the e-enrollment application. Our system will detect any duplicate HKID card in existing applications, therefore that employers cannot add multiple records for the same employee through the ER Portal.

**If you have any questions, please feel free to contact our customer service officer by email or call our customer service hotline.**

**Customer Service Hotline : 3999 5555**

**Fax : 2893 2103**

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