

**Manulife Member Hotline
2108 1388**

- Press ①
Cantonese
- Press ②
English
- Press ③
Mandarin

**Press ①
MPF / ORSO**

Key in HKID/ Passport No., Date of Birth & Personal Identification No. (Press # to Bypass)

**Press ②
Group Life & Health**

- Press ①
Fund Balance & Investment Instruction
(Logged-in only)
- Press ②
Fund Unit Prices & Interest Rate
- Press ③
Obtain Forms
- Press ④
Contact Information
- Press ⑤
Transfer/ Claim of Accrued Benefits
- Press ⑥
Contact Customer Service Officer

- Press ①
Contact Information
- Press ②
Obtain Forms
- Press ③
Claim Status for the Past 12 Months
(Logged-in only)
- Press ④
Contact Customer Service Officer

- Press ①**
- Fund Balance Enquiry**
- ① Total Fund Balance
 - ② Fund Balance by Fund
 - ③ Specific Fund Balance

- Press ②**
- Last Contribution Date & Amount**

- Press ③**
- MPF Contribution Status for the Past Three Months**

- Press ④**
- Allocation Percentage for Future Contributions**

- Press ⑤**
- Change Investment Instructions**
- ① Change Investment Instructions for Future Contributions
 - ② Fund Switch for Existing Balance
 - ③ Fund Switching Guide & Fund Code by Fax
 - ④ Contact Customer Service Officer

- Press ⑥**
- Contact Customer Service Officer**

- Press ①**
- Manulife Global Select**
(Read out the fund name or press 1 for the following menu)
- ① All Fund Unit Prices
 - ② Specific Fund Unit Prices
(Press "00" for Fund Code)
 - ③ Interest Rate
 - ④ All Fund Unit Prices & Interest Rate by Fax
 - ⑤ Fund Fact Sheet by Fax
 - ⑥ Owned Fund Unit Prices
(Logged-in only)

- Press ②**
- ORSO**
(Read out the fund name or press 1 for the following menu)
- ① All Fund Unit Prices
 - ② Specific Fund Unit Prices
(Press "00" for Fund Code)
 - ③ Interest Rate
 - ④ All Fund Unit Prices & Interest Rate by Fax
 - ⑤ Fund Fact Sheet by Fax
 - ⑥ Owned Fund Unit Prices
(Logged-in only)

- Press ④**
- Contact Customer Service Officer**

- Press ①**
- Employee Forms**
- ① Change of Customer Particulars
 - 1. Change of Contact Details
 - 2. Change of Personal Particulars
 - ② Fund Switching Form
 - ③ MPF Member Fund Transfer Forms
 - 1. Scheme Member's Request for Fund Transfer Form
 - 2. Scheme Member's Request for Account Consolidation Form
 - 3. Employee Choice Arrangement (ECA) Transfer Election Form
 - ④ Claim Form for Payment of Accrued Benefits
 - 1. Retirement at age 65 or above
 - 2. Early Retirement at age between 60 and 64
 - 3. Permanent Departure from Hong Kong
 - 4. Total Incapacity
 - 5. Small Balance Account
 - 6. Death
 - 7. Terminal Illness
 - ⑤ Contact Customer Service Officer

- Press ②**
- Self-employed Forms**
- ① Change of Customer Particulars
 - 1. Change of Contact Details
 - 2. Change of Personal Particulars
 - ② Fund Switching Form
 - ③ Change of Self-employed Particulars Form
 - ④ MPF Member Transfer Forms
 - 1. Scheme Member's Request for Fund Transfer Form
 - 2. Scheme Member's Request for Account Consolidation Form
 - ⑤ Direct Debit Authorization Form
 - ⑥ Contact Customer Service Officer

- Press ①**
- Provident Funds**

- Press ①**
- MPF Contact Information**
- ① MPF Mailing Address & Fax Number
 - ② Customer Service Centre Address

- Press ②**
- ORSO Contact Information**

- Press ②**
- Feedback or Suggestions**
- ① Compliment
 - ② Complaint

- Press ①**
- Transfer**
- ① Transfer of Accrued Benefits
(Any time Press 1 for Form Request or Press 0 to contact CSO)
 - ② Employee Choice Arrangement
 - 1. Effective Election Date for Transfer of Accrued Benefits
(Key in HKID/ Passport no. & DOB)
 - 2. Information
 - 3. Forms by Fax

- Press ②**
- Claim**
- ① Retirement at age 65 or above
 - ② Early Retirement at age between 60 and 64
 - ③ Permanent Departure from Hong Kong
 - ④ Total Incapacity
 - ⑤ Small Balance Account
 - ⑥ Death
 - ⑦ Terminal Illness
(Any time Press 1 for Form Request or Press 0 to contact CSO)

- Form Request**
- ① Group Medical Claim Form
 - ② Hospitalization & Surgical Claim Form
 - ③ Change of Customer Particulars
 - 1. Change of Contact Details
 - 2. Change of Personal Particulars
 - ④ Contact Customer Service Officer

- Press ①**
- Group Life & Health**

- Press ②**
- Feedback or Suggestions**
- ① Compliment
 - ② Complaint