

Manulife Employer Hotline Call Menu

Manulife Employer Hotline
2108 1234

Press 1 Cantonese Press 2 English Press 3 Mandarin

Press 1
MPF/ ORSO

Enter the Manulife Customer Number (Press # to bypass)

Press 2
Group Life & Health

Press 1
Contact Information, Cheque Payment Details or MPF Intermediary Information

Press 2
Obtain Forms

Press 3
Information on Procedures

Press 4
Contribution Express

Press 0
Contact Customer Service Officer

Press 1
Contact Information

Press 2
Obtain Forms

Press 0
Contact Customer Service Officer

Press 1
MPF Contact Information
Press # to request the following:
1 Sub-Scheme Label
2 MPF Contribution Payment GPO Box Address Label
3 MPF Administration Office Address Label
(Enter 7-digit MPF sub-scheme no. for each item request)
0 Contact Customer Service Officer

Form Request
1 Employee Enrolment Kit
(Enter 7-digit MPF sub-scheme no.)
2 Sub-scheme Label/ Address Label
1. Sub-scheme Label
2. MPF Contribution Payment GPO Box Address Label
3. MPF Administration Office Address Label
(Enter 7-digit MPF sub-scheme no.)
3 Change of Employer Particulars Form
1. Change of Employer Particulars Form
2. Employer's Authorized Specimen Signature Form
4 Employee Termination Forms
1. Notice of Employee Termination
2. Notice of Termination for Multiple Employee
5 Remittance Statements
1. Remittance Statement for New Employee
2. Remittance Statement
3. Remittance Statement for Surcharge
0 Contact Customer Service Officer

1 MPF Contribution Procedure
1. Contribution Date
2. New Employee Enrolment
3. Contribution Reporting & Payment Method
4. Definition of Relevant Income
5. Minimum & Maximum Level of Relevant Income
6. Surcharge Calculation
2 Employee Termination Procedure
(Press 1 for Form Request or Press 0 to contact Customer Service Officer)

Press 1
Provident Funds
Press 2
Feedback or Suggestions
1 Compliment
2 Complaint

Press 1
Group Life & Health
Press 2
Feedback or Suggestions
1 Compliment
2 Complaint

Press 2
ORSO Contact Information

Press 3
Customer Service Centre Address

Press 4
MPF Intermediary Information
(Enter 7-digit MPF sub-scheme no./ 6-digit ORSO policy no.)

Form Request (By Fax, Press 1; By Email, Press 2; By Mail, Press 3)
1 Group Medical Claim Form
2 Hospitalization & Surgical Claim Form
3 Employer Particulars Change Form
4 Certificate Change Form
5 Employee Enrolment Form
1. Employee Enrolment Form
2. Employee Enrolment Sheet
0 Contact Customer Service Officer
6 Mailing Address Label (by mail only)
(Enter 8-digit group policy no.)
0 Contact Customer Service Officer