

As a Member or Self-Employed Person of Haitong MPF, you can opt for the e-Message and / or e-Statement services by the following ways:

1) Via HSBC PensionWeb

- a) Logon to the HSBC PensionWeb by clicking the “Member Login” button on the right.
 - If you have used HSBC PensionWeb before but forget your UserName and / or password, please click the respective buttons of “Forgot Username” and / or “Forgot Password / Memorable Answer” on the screen.
 - If you have NEVER registered before, please register it using the PhoneUser ID and Phone PIN that you received after your enrolment. If you have lost the PhoneUser ID and Phone PIN, please contact our hotline.
 - Demo for first time registration and logon is available on HSBC PensionWeb
- b) After logging on, please go to “Member Details” to check whether you have a valid mobile number in our record.
- c) If no valid mobile number in our record, please follow (2) below to update your mobile number.
- d) If you already have a valid mobile number in our record, you can then go to “Online Instruction” → “Update Member Details” to opt for the e-Message and / or e-Statement.

2) By completing a form and return it by post or by fax:

- Complete the “PART IV– e-STATEMENT AND e-MESSAGE SERVICES REQUEST” in the “Change of Particulars for Member / Self-Employed Person” form
- The form can be downloaded from <http://www.htisec.com/asm/download/202106301517320.pdf>
- Return the completed form by post or by fax as shown on the form

3) By giving verbal consent

- Please call our Member Hotline at 2500 1600 during 9am-6pm Monday to Friday (except public holidays)
- After verifying your identity, our call centre officer will follow your instruction to opt for the e-Statement.

In case you need to opt-out from the e-Message / e-Statement, you can do so through the above channels (exclude opt-out e-Message by giving verbal consent) as well. A confirmation letter for the change of e-Message and / or e-Statement will be sent to you by post in 3 working days after we receive your instruction.