

# Hang Seng Business e-Banking User Guide **MPF and Payroll Services**

## Service Overview

Hang Seng Business e-Banking MPF and Payroll Services platform offers you an easy and yet secure way to prepare and submit remittance statements for MPF contributions, minimizing manual errors. To help you in preparing remittance statements, the platform can:

- preload each employee's latest contribution record for your reference,
- automatically calculate both employee's and employer's MPF mandatory contributions in relation to each employee's relevant income,
- add new employees and report terminations,
- allow viewing past 12-month's remittance statements submitted via Hang Seng Business e-Banking.

Furthermore, if you have applied for autopay services via Hang Seng Business e-Banking, you can manage employees' payrolls and MPF contributions more efficiently on same platform.

If you have any questions, please call the "**Business Partner Direct**" at 2198 8000.

The screen displays used in this document are for illustration purpose only and does not constitute any form of investment advice or recommendation.

Investment involves risks. Past performance is not indicative of future performance. The value of financial instruments, in particular stocks and shares, and any income from such financial instruments, may go down as well as up. For further details including the product features and risks involved, please refer to the MPF Scheme Brochure for Hang Seng Mandatory Provident Fund – SuperTrust Plus.

# Hang Seng Business e-Banking User Guide MPF and Payroll Services

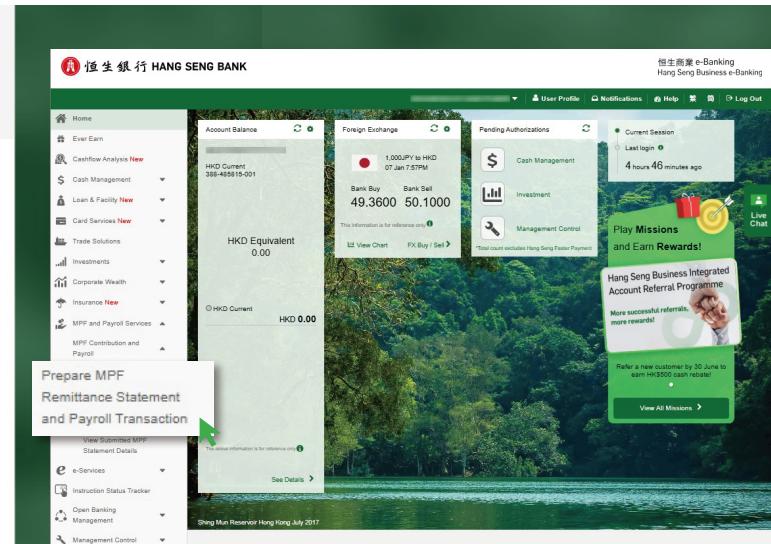
## Steps for Preparing MPF Remittance Statement

STEP  
1

### Open the page

Click “ MPF and Payroll Services” on the left hand side menu.

Go to “MPF Contribution and Payroll” > “Prepare MPF Remittance Statement and Payroll Transaction”.



STEP  
2

### Select Contribution Bill

The page will display all the outstanding contribution bills under your MPF account.

Select the contribution bill for corresponding contribution period, and click “Prepare” to proceed.

No.	Payroll Group Name	Bill No.	Contribution Period		Total Contribution Amount	Prepared By	Status	Last Updated On	Action
			From	To					
1	MLY	fullserpayroll005	01-12-2025	31-12-2025	13,614.75	PED1PA	Under editing	06-01-20	Prepare
2	MLY	fullserpayroll0	01-07-2025	31-07-2025	163,724.90	PED1PA	Under editing	07-01-2026	Prepare

# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

### Steps for Preparing MPF Remittance Statement

STEP  
3

#### (Optional) Perform authentication via the eMPF Platform

- 1 First time users/users without effective authorization are required to provide authorization on the eMPF Platform to obtain the access token for contribution submission. You will be directed to complete the authorization process on the eMPF Platform after clicking "**Continue**".
- 2 Once the authorization to obtain the access token is obtained, you should log on to Hang Seng Business e-Banking again. A notification will be shown to show the permission is successfully granted and direct to "**Contribution Details**" page for selected MPF remittance statement.

(Employers do not need to perform authorization within the effective period. When the authorization is expired, employer needs to perform the authorization for the next submission.)

The screenshots illustrate the process of performing authentication via the eMPF Platform. The first screenshot shows a modal message: "The authentication is not found or has expired. The authentication required for employer and payroll group Monthly to submit the Remittance Statement through the Hang Seng Business e-Banking ('B8') is either not found or has expired. To continue using the Hang Seng Business e-Banking ('B8') to submit the Remittance Statement on the eMPF Platform, you need to provide authorization on the eMPF Platform to obtain the access token. Upon clicking 'Continue', the system will guide you to the eMPF Platform to complete the authorization process." A green arrow points to the "Continue" button. The second screenshot shows a "Get Token Successfully" message: "Get New MPF access token of employer HASEDBBEMPT1 and payroll group monthly is successful! You can go on the submission!" with a "Go on" button. The third screenshot shows the "Contribution Details" page, which includes a table for adding new employees and a summary table for payroll transaction status.

# Hang Seng Business e-Banking User Guide MPF and Payroll Services

## Steps for Preparing MPF Remittance Statement

STEP  
4

### Input Employee Details

#### Optional Steps:

- If you need to make MPF contributions for new employee(s), perform **Step 4A**.
- If you need to terminate existing employee(s), perform **Step 4B**.

Please note that you might need to perform both **Step 4A & Step 4B**.

STEP  
4A

### Add New Employee (Optional)

- Click "Add / Amend New Employee".
- Click "+ Add New Employee" to add contribution record(s) for new employee(s).
- Input/Select all the required information for the new employee(s), including 'Surname', 'First Name', 'Date of Birth', 'Sex', 'Identity Type', 'Identity No.', 'Mobile Phone Country Code', 'Mobile Phone No.', 'Date Joined Scheme', 'Employment Date', 'Employee Type'. Click "Add" upon completion.
- Click "Save and Return to Contribution Details" upon completion.

# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

### Steps for Preparing MPF Remittance Statement

STEP  
4B

#### Terminate Existing Employee (Optional)

- 1 Click "Add/Amend Termination".
- 2 Select the box(es) of the employee(s) to be terminated from the employee list, then click "Next >" to continue.
- 3 Input/Select all the termination details for the terminated employee(s), including "Last Employment Date", "Termination Reason" and "SP/LSP". Upon completion, click "Next >" to continue.
- 4 Click "Total accrued benefits of employer portion"\*\* to view the accrued benefits derived from employer's mandatory contribution and voluntary contribution.

\* It is for employer's reference only, the amount may be different from the actual balance when applying SP/LSP offset via the eMPF Platform and eMPF's calculation and offsetting amount should be final and conclusive.

**Screenshot 1: Add / Amend Termination**

Step 1: Do you need to add New Employee?  
Add or amend a new employee who is newly hired.

Step 2: Do you need to add Terminated Employee?  
Add or amend Termination to report employee's termination.

Step 3: Please check and update relevant information of existing employee.

No.	Terminated	Name	HKID / Passport	Remarks
1	<input checked="" type="checkbox"/>	add exist a	a1001	A109***(*)
		01-07-2025	31-07-2025	1,500.00
				30,000.00
				0.00
				0.00
				3,000.00

**Screenshot 2: Employee List**

No. Terminated Name HKID / Passport Remarks

1  add exist a A109\*\*\*(\*)

2  add exist b 1091\*\*\*

3  Sun Daiman S478\*\*\*(\*)

25 << Previous 1 Next >>

**Screenshot 3: Termination Details**

submit the termination request via a paper form to the eMPF Platform.

No.	Name	HKID / Passport	Last Employment Date	Termination Reason	SP/LSP	Employee Account Number	Undo
1	Sun Daiman	S478***(*)	01-01-2026	Resignation	SP	4 Total accrued benefits of employer portion	

**Note:** According to the eMPF Platform, the online contribution submission service is available 24 hours a day. If the deadline for contributions falls on the contribution due date, the cut-off time will be at 00:00am on that same day. Any submissions received by the eMPF Platform after 00:00am will be considered as occurring on the next working day, resulting in the imposition of a surcharge.

# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

### Steps for Preparing MPF Remittance Statement

STEP  
5

#### Provide MPF Contributions Details

1 Input or update the "Relevant Income" for all employees. Where applicable, input or update employer and/or employee "Voluntary Contributions" amounts.

2 Click "Calculate and Save", so that the system will calculate the mandatory contribution amount for each employee. Upon completion, click "View Total >" to continue.

If the 'Relevant Income' field of an employee is left blank, it will be considered as a failure to report the relevant income and mandatory contribution. This is not applicable to new employee(s) who has/have been employed for less than 60 days in the same employment.

For an existing employee who has been employed for not less than 60 days in the same employment, you should input '0' or '0.00' in the 'Relevant Income' field if the employee has zero relevant income.

No.	From	To	Relevant Income	Mandatory Contributions		Total Contribution Amount
				Employer	Employee	
				Voluntary Contributions		
				Employer	Employee	

Step 1: Do you need to add New Employee?  
Add or amend a new employee who is newly hired.

Step 2: Do you need to add Terminated Employee?  
Add or amend Termination to report employee's termination.

Step 3: Please check and update relevant information of existing employee.

"Contribution Day" means:  
(i) For regular employee, it refers to the 10th day after the last day of: (whichever is the later):  
(a) a calendar month within which the relevant contribution period ends; or  
(b) the month during which the 60-day permitted period ends.  
(ii) For casual employee under Master Trust Scheme and Employer Sponsored Scheme, it refers to the 10th day after the last day of (whichever is the later):  
(a) the relevant contribution period; or  
(b) the contribution period in which the permitted period ends.  
(iii) if a contribution day falls on a Saturday, a Sunday, a public holiday, a gale warning day or black rainstorm warning day, the contributions are due on the next working day.  
Please be reminded that you must make the MPF Mandatory Contributions for their employees in full by the contribution day in respect of relevant contribution period. For further details, please refer to the "Making contributions for your employees" section of Administration Guide for Employers under [Hang Seng MPF Website](#).

Note  
- If there are any changes in the relevant employee member's income, please update the information and click "Calculate & Save" in order to view the new Mandatory Contributions amounts. For any changes in Voluntary Contributions, please update the income information manually for each employee. Always click "Calculate & Save" after you finish in order to save the changes.

1. The maximum number of employees in each payroll transaction is 200.

▼ Submission of MPF documents to the eMPF Platform  
▼ Submitted remittance statement cannot be revised or supplemented via Business e-Banking ("BIB")  
▼ Making MPF contributions payment instruction on the eMPF Platform

Note: According to the eMPF Platform, the online contribution submission service is available 24 hours a day. If the deadline for contributions falls on the contribution due date, the cut-off time will be at 00:00am on that same day. Any submissions received by the eMPF Platform after 00:00am will be considered as occurring on the next working day, resulting in the imposition of a surcharge.

2 Back View Total >

# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

### Steps for Preparing Autopay Transaction for Payroll (If applied for Hang Seng autopay services)

STEP  
6

#### Provide Payroll Details

- If you have applied for autopay services via Hang Seng Business e-Banking and would like to manage your employees' payrolls and MPF contributions at the same time, please tick the checkbox of **“Make Payroll Payment to employees”** at the middle of the page. The system will display the section **“Payroll Details”** and payroll related fields automatically.
- Select **“Deduct from Account”**, **“Payment Code/Description”** and **“Payroll Value Date”**. You can also fill in **“Reference”** information if required for showing such information on your monthly statement and autopay reports.

1  Make Payroll Payment to employees<sup>1</sup>

For customers with Autopay Service in Business e-Banking, you may select this checkbox to prepare Autopay transactions of payroll for your employees according to your MPF Remittance Statement Contribution Period.

You should state the following information clearly in this statement for each employee member:

(i) The Relevant Income ("Relevant Income" is defined in the Mandatory Provident Fund Schemes Ordinance as amended from time to time) for each of the contribution periods shown in this statement; and

(ii) The respective employer's and member's contributions for each of these periods; and

(iii) Please specify "0" or "0.00" in the "Relevant Income" column if member's Relevant Income is zero (such as those on no-paid leave). Please note that any symbols such as dash (i.e. "-") or where left blank will be considered as failure to report contributions. The outstanding contributions record will be reported to the MPFA after contribution day, and you may be subject to surcharge imposed by the MPFA.

1. Please fill in the HKID Card / Passport No. or the member account no, which is essential data for contribution settlement. Please ensure that the HKID Card / Passport No. or the member account no. provided is true, correct and accurate.

2. Passport No. is ONLY applicable for an individual without HKID Card.

For enquiries, please contact Hang Seng MPF Employer Direct on (852) 2288 6822.

2 Payroll Details

Deduct from Account	Payment Code/Description
HKD Current	A01 AUTO CREDIT

Payroll Value Date	Reference
08-01-2026	regression

Sort employee records by Name

No.	Name	Employee Account No.	HKID/Passport No.		Payroll <sup>3</sup>	
			Contribution Period	Income <sup>2</sup>	MPF Contributions	Total Contribution Amount
From	To	Relevant Income	Mandatory Contributions	Employer	Employee	Bank/Account Number
		Payroll Amount Adjustment	Voluntary Contributions			

Step 1: Do you need to add New Employee?  
Add or amend a new employee who is newly hired.

Add / Amend New Employee

Step 2: Do you need to add Terminated Employee?  
Add or amend Termination to report employee's termination.

Add / Amend Termination

add exist a		a1001	A109***(*)				
1	01-07-2025	31-07-2025	30,000.00	1,500.00	1,500.00	3,000.00	
			0.00	0.00			

Step 3: Please check and update relevant information of existing employee.

add exist b		a1002	1091***				
2	01-07-2025	31-07-2025	30,000.00	1,500.00	1,500.00	3,000.00	
			0.00	0.00			

Sun Daiman		MPFT7001	S478***(*)				
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# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

### Steps for Preparing Autopay Transaction for Payroll (If applied for Hang Seng autopay services)

STEP  
7

#### Update Payroll Columns

- 1 To make payroll payment, check the box for all employees or selected employee(s) (if you are not making payroll payment for all your employees) under the "Payroll" columns.
- 2 Input or update the "Particular" and "Bank/Account Number" for each employee. Use "Payroll Amount Adjustment" field to adjust the payment amount if necessary.
- 3 Click "Calculate and Save", the system will calculate the "Payroll Amount" for each employee.

(If you are not making payroll payment for all your employees, please uncheck the checkbox for specific employee(s). The system will ONLY make payroll payment for those checked employee(s). You can click "Calculate and Save" at any time before submission to save the latest inputted/updated information and return to this page later to work on the same statement.)

The screenshot shows the 'Update Payroll Columns' step of the e-Banking user guide. The interface includes a table for entering payroll details, a note about contribution days, and a 'Calculate & Save' button.

**Step 3: Please check and update relevant information of existing employee.**

**Contribution Day** means:

- (i) For regular employee, it refers to the 10th day after the last day of (whichever is the later):
- (a) a calendar month within which the relevant contribution period ends; or
- (b) the month during which the 60-day permitted period ends.
- (ii) For casual employee under Master Trust Scheme and Employer Sponsored Scheme, it refers to the 10th day after the last day of (whichever is the later):
- (a) the relevant contribution period; or
- (b) the contribution period in which the permitted period ends.
- (iii) If a contribution day falls on a Saturday, a Sunday, a public holiday, a gale warning day or black rainstorm warning day, the contributions are due on the next working day.

Please be reminded that you must make the MPF Mandatory Contributions for your employees in full by the contribution day in respect of relevant contribution period. For further details, please refer to the "Making contributions for your employees" section of Administration Guide for Employers under [Hang Seng MPF Website](#).

**Note**

- If there are any changes in the relevant employee member's income, please update the information and click "Calculate & Save" in order to view the new Mandatory Contributions amounts. For any changes in Voluntary Contributions, please update the income information manually for each employee. Always click "Calculate & Save" after you finish in order to save the changes.
- Please be reminded that you may also need to submit autopay transaction for payroll separately for the following kinds of employees:
  - i) employees that are not listed on this MPF remittance statement
  - ii) newly joined employees.
 Please submit separate autopay transaction through the "Autopay" function under "Cash Management".
- 1. The maximum number of employees in each payroll transaction is 200.
- 2. MPF Relevant Income is income of the employee that is relevant for the calculation of MPF Mandatory Contributions. You can add or deduct from the payroll amount of each employee by adjusting Payroll Amount Adjustment field if the MPF Relevant Income is different from Payroll Amount. Select "+" to add value to the final Payroll Amount. Select "-" to deduct value from the final Payroll Amount.
- 3. Payroll Amounts of each employee is automatically calculated based on MPF Relevant Income and MPF Contributions amounts. The calculation rule of Payroll Amount is:

(MPF Relevant Income +/- Payroll Amount Adjustment - Employee Mandatory MPF Contribution - Employee Voluntary MPF Contribution).

**Submission of MPF documents to the eMPF Platform**

**Submitted remittance statement cannot be revised or supplemented via Business e-Banking ("BIB")**

**Making MPF contributions payment instruction on the eMPF Platform**

**Note:** According to the eMPF Platform, the online contribution submission service is available 24 hours a day. If the deadline for contributions falls on the contribution due date, the cut-off time will be at 00:00am on that same day. Any submissions received by the eMPF Platform after 00:00am will be considered as occurring on the next working day, resulting in the imposition of a surcharge.

**Calculate & Save**

# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

### Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

STEP  
8

#### Submit Instruction

After verifying the contribution and/or payroll details for all the employees, click “**View Total >**” to submit the MPF remittance statement and/or autopay transaction for payroll.

After clicking “**View Total >**”, the system will request you to confirm the autopay transaction for payroll first (if any) and then the MPF remittance statement.

恒生銀行 HANG SENG BANK

恒生商業 e-Banking  
Hang Seng Business e-Banking

User Profile Notifications Help Log Out

Step 3: Please check and update relevant information of existing employee.

TAM ROBIN PASS		ROBIN0515	BS68****				
2	01-03-202	31-03-202	1,000.00	50.00	0.00	50.00	123 - 123123
	6	6	0.00	0.00	0.00		1,000.00

TAM ROBIN PASS		ROBIN0515	BS68****				
3	01-03-202	31-03-202	1,000.00	50.00	0.00	50.00	123 - 123123
	6	6	0.00	0.00	0.00		1,000.00

25 << Previous 1 Next >>

**Contribution Day** means:

- (i) For regular employee, it refers to the 10th day after the last day of (whichever is the later):
- (a) a calendar month within which the relevant contribution period ends; or
- (b) the month during which the 60-day permitted period ends.
- (ii) For casual employee under Master Trust Scheme and Employer Sponsored Scheme, it refers to the 10th day after the last day of (whichever is the later):
- (a) the relevant contribution period; or
- (b) the contribution period in which the permitted period ends.
- (iii) If a contribution day falls on a Saturday, a Sunday, a public holiday, a gale warning day or black rainstorm warning day, the contributions are due on the next working day.

Please be reminded that you must make the MPF Mandatory Contributions for your employees in full by the contribution day in respect of relevant contribution period. For further details, please refer to the “Making contributions for your employees” section of Administration Guide for Employers under [Hang Seng MPF Website](#).

**Note**

- If there are any changes in the relevant employee member's income, please update the information and click “Calculate & Save” in order to view the new Mandatory Contributions amounts. For any changes in Voluntary Contributions, please update the income information manually for each employee. Always click “Calculate & Save” after you finish in order to save the changes.
- Please be reminded that you may also need to submit autopay transaction for payroll separately for the following kinds of employees:
  - i) employees that are not listed on this MPF remittance statement
  - ii) newly joined employees.
 Please submit separate autopay transaction through the “Autopay” function under “Cash Management”.

1. The maximum number of employees in each payroll transaction is 200.

2. MPF Relevant Income is income of the employee that is relevant for the calculation of MPF Mandatory Contributions. You can add or deduct from the payroll amount of each employee by adjusting Payroll Amount Adjustment field if the MPF Relevant Income is different from Payroll Amount. Select “+” to add value to the final Payroll Amount. Select “-” to deduct value from the final Payroll Amount.

3. Payroll Amounts of each employee is automatically calculated based on MPF Relevant Income and MPF Contributions amounts. The calculation rule of Payroll Amount is:

(MPF Relevant Income +/- Payroll Amount Adjustment - Employee Mandatory MPF Contribution - Employee Voluntary MPF Contribution).

▼ Submission of MPF documents to the eMPF Platform

▼ Submitted remittance statement cannot be revised or supplemented via Business e-Banking (“BIB”)

▼ Making MPF contributions payment instruction on the eMPF Platform

Note: According to the eMPF Platform, the online contribution submission service is available 24 hours a day. If the deadline for contributions falls on the contribution due date, the cut-off time will be at 00:00am on that same day. Any submissions received by the eMPF Platform after 00:00am will be considered as occurring on the next working day, resulting in the imposition of a surcharge.

Back Calculate & Save View Total >

# Hang Seng Business e-Banking User Guide MPF and Payroll Services

## Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

STEP  
9

### Preview Autopay Transaction for Payroll Instruction

Only the employee(s) with payroll payment will be shown in this page. Read carefully on the information before submission.

The screenshot shows a step-by-step guide for submitting an MPF remittance statement and/or an autopay transaction for payroll. The current step is 'Preview Autopay Transaction for Payroll Instruction'. The page displays a preview of the autopay transaction details, including the deduction account, payment code, payroll value date, reference, total amount, and total count. It also shows a table for payee information with a row for 'TAM ROBIN PASS'. Below the transaction details, there is a note about the submission of MPF documents to the eMPF Platform and a note about the availability of the online contribution submission service. At the bottom right, there is a green button labeled 'Confirm Autopay Transaction for Payroll' with a cursor pointing to it.

MPF Contribution and Payroll  
Prepare MPF Remittance Statement and Payroll Transaction

For Personal Information Collection Statement for Hang Seng Mandatory Provident Fund, please click [here](#).  
For Hang Seng Business e-Banking MPF and Payroll Services User Guide, please click [here](#).

**Important Notes:**

1. Please read "Headnote and Footnote for Remittance Statement" carefully before completing this Remittance Statement ("RS").
2. By law, employers are required to make MPF contributions for all relevant employees in full and on time. If Mandatory Contributions are not received by MPF trustee via the eMPF Platform in full on or before the Contribution Day, the eMPF Platform will report the default contributions to the Mandatory Provident Fund Schemes Authority ("MPFA"). Employer will be liable to 5% surcharge and may also be subject to further actions (e.g. financial penalty) to be taken by the MPFA.
3. The information provided in this statement will be used in accordance with the relevant MPF legislation and for the purposes mentioned in the "Personal Information Collection Statement" ("PICS") of the eMPF Platform and the Hang Seng MPF scheme (the "Scheme").

▼ Instructions for Remittance Statement

▼ The contribution bill for corresponding contribution period processed by other submission channel

**Please note:** There are more MPF related important notes at the bottom of this webpage.

The Hang Seng MPF has been integrated onboarded to the eMPF Platform. As a result, new features and functions has been introduced for BIB. If you are keen on understanding these changes in detail, you can find further information at [Hang Seng MPF Website](#).

To update the details of submitted autopay transaction for payroll before the execution date, please go to the 'Pending Autopay' function under 'Cash Management'.

Deduct from Account	200-018067-888 Integrated Account HKD Savings
Payment Code/Description	A01
Payroll Value Date	21-01-2026
Reference	test-ref
Total Amount	1,000.00
Total Count	1

Payee	Bank/Account Number	Particular	Amount(HKD)
TAM ROBIN PASS	123 - 123123	123	1,000.00

**Note:**

- By clicking "Confirm Autopay Transaction for Payroll", you will only submit the autopay transaction for payroll. Please be reminded that you will need to further submit the MPF Remittance Statement by clicking "Next" after payroll transaction submission.
- Please verify the Beneficiary / Payee information before proceeding further. The payment may be made to unintended recipient or instruction may be rejected if the information you entered is incorrect.

▼ Submission of MPF documents to the eMPF Platform

▼ Submitted remittance statement cannot be revised or supplemented via Business e-Banking ("BIB")

▼ Making MPF contributions payment instruction on the eMPF Platform

Note: According to the eMPF Platform, the online contribution submission service is available 24 hours a day. If the deadline for contributions falls on the contribution due date, the cut-off time will be at 00:00am on that same day. Any submissions received by the eMPF Platform after 00:00am will be considered as occurring on the next working day, resulting in the imposition of a surcharge.

[Back](#) [Confirm Autopay Transaction for Payroll](#)

# Hang Seng Business e-Banking User Guide **MPF and Payroll Services**

## Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

STEP  
10

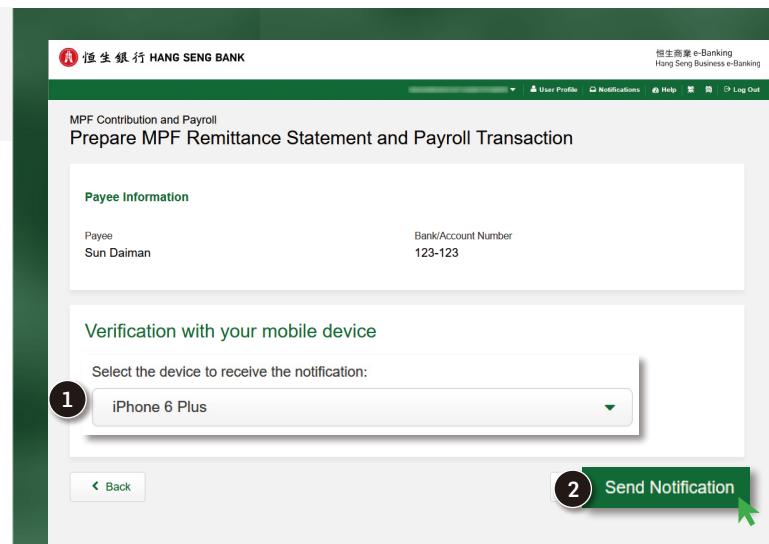
### Verification

There are two verification methods:

- Push Authentication (If you use Push Authentication, please make sure your Mobile Security Key is enabled. Please refer to [Mobile Security Key & Authentication User Guide](#) for details.)
- Security Device (If you use Security Device, please refer to [Step 10B](#))

For Push Authentication:

- 1 After submitting the instruction, you will be directed to a Verification page. Please select a mobile device to receive a notification.
- 2 Then click **Send Notification**.



# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

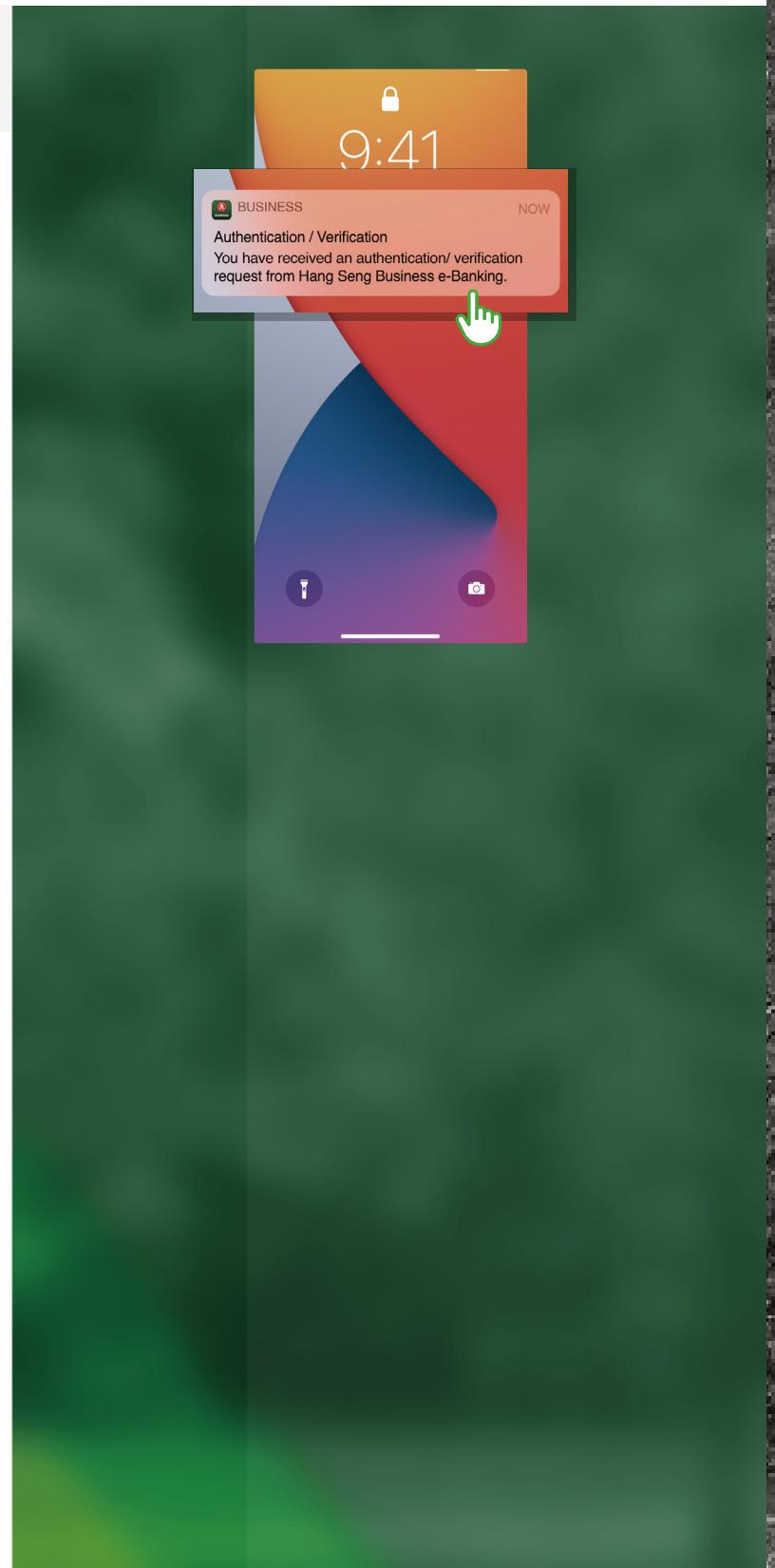
### Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

1

STEP  
10A

#### Receive Push Notification

Tap the push notification on your selected mobile device to authenticate the verification request.



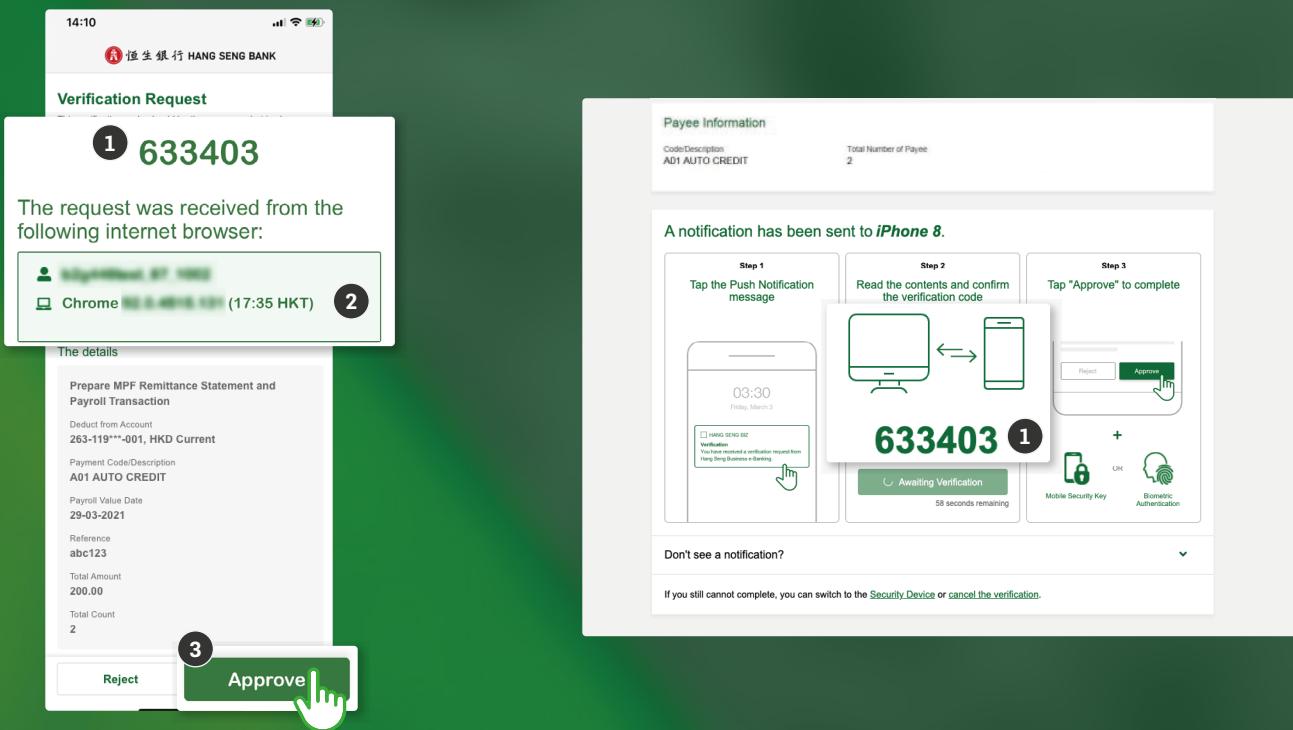
# Hang Seng Business e-Banking User Guide MPF and Payroll Services

## Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

10

### STEP 10A Approve Verification Request

- 1 A **verification code** is displayed on the **Verification Request** page on selected mobile device. Verify that the **verification code** is the same as that shown on the desktop.
- 2 Please note that the **username**, **timestamp**, and **browser version** from the selected mobile device should contain the same information as that from the desktop. Please also read carefully on the transaction details.
- 3 Tap **Approve** on selected mobile device to approve the verification request from the desktop.



# Hang Seng Business e-Banking User Guide MPF and Payroll Services

## Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

### STEP 10A Complete the Authentication Process

To complete the authentication process, please do one of the following:

- Enter your **Mobile Security Key Password**;

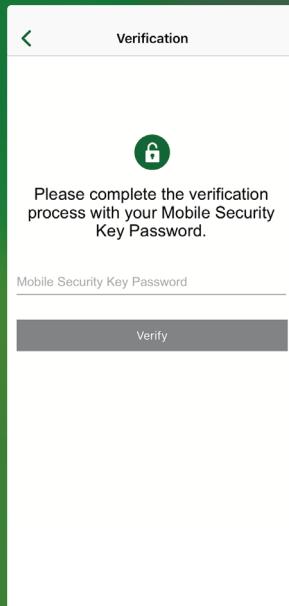
OR

- Use your **Face ID** (for iOS only) to authenticate if you have enabled Face ID on your mobile device;

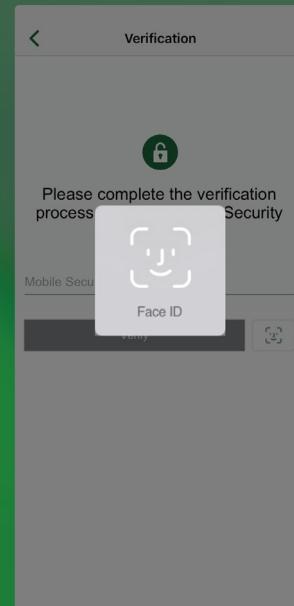
OR

- Use your **Touch ID** (for iOS only) / **Fingerprint ID** (for Android only) to authenticate if you have enabled Touch ID / Fingerprint ID on your mobile device.

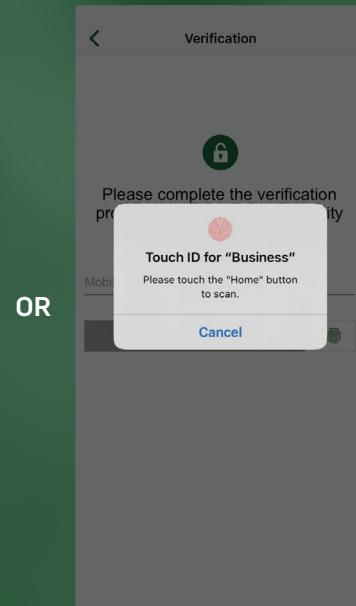
#### Mobile Security Key Password



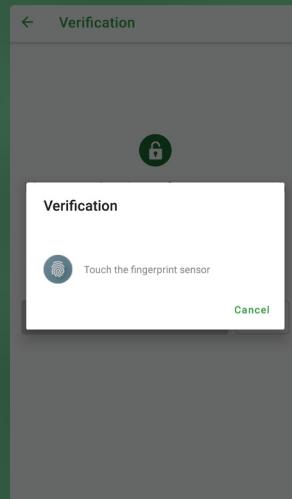
#### Face ID



#### Touch ID



#### Fingerprint ID



OR

OR

OR

# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

### Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

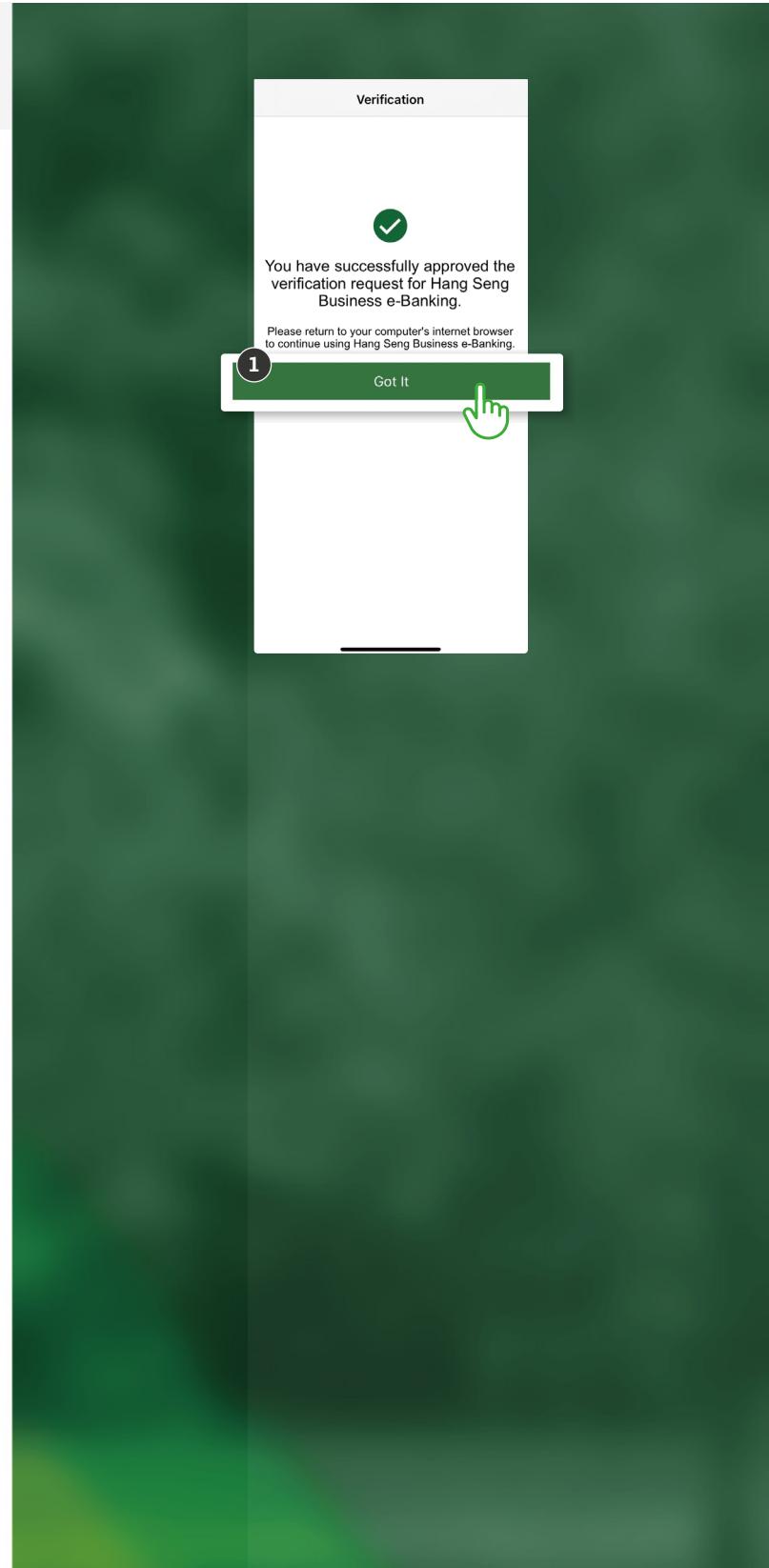
#### STEP 10A

#### Approve the Verification Request Successfully

1 You have successfully approved the verification request. Tap **Got It** to finish the process.

2 Your instruction result displays on the desktop.

You have finished the instruction that requests verification by using Push Authentication.

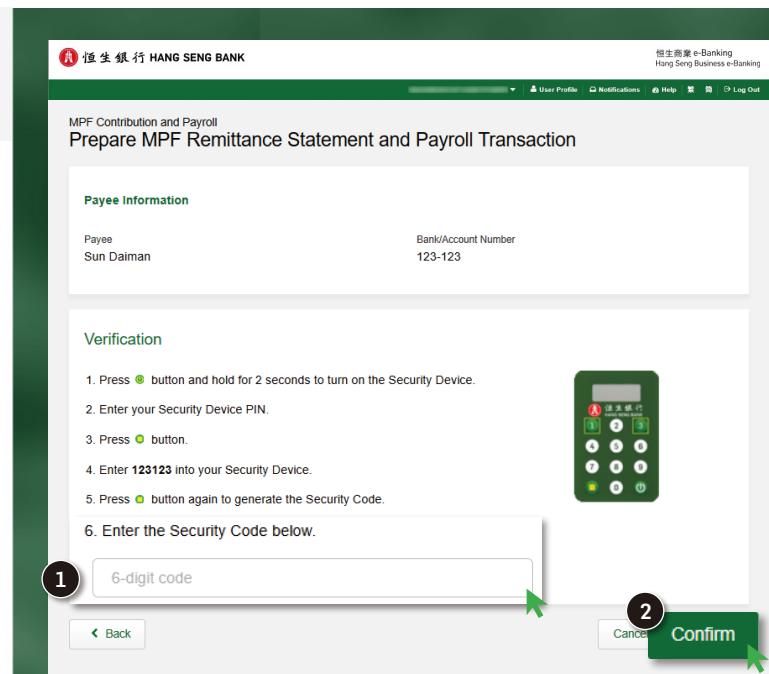


# Hang Seng Business e-Banking User Guide MPF and Payroll Services

## Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

### STEP 10B Use Security Device for the Verification

- 1 Follow the verification steps, use the security device to generate a 6-digit code and enter the code in the space provided.
- 2 Click "Confirm" to submit the instruction.



# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

## Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

**STEP  
11** **Confirm Autopay Transaction  
for Payroll Instruction**

After clicking "**Confirm**", a confirmation page is shown with Reference No. provided for a successful submission. Click "**Next**" to proceed to MPF remittance statement submission.


**HANG SENG BANK**

[User Profile](#)
[Notifications](#)
[Help](#)
[Logout](#)

[MPF Contribution and Payroll](#)

[Prepare MPF Remittance Statement and Payroll Transaction](#)

For Personal Information Collection Statement for Hang Seng Mandatory Provident Fund, please click [here](#).

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▼ Merger of Hang Seng MPF schemes, effective 1 Jul 2019

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▼ The contribution bill for corresponding contribution period processed by other submission channel(s)

---

▼ Submission of MPF documents through designated channels

---

▼ Reporting of relevant income and contributions when having a retroactive salary adjustment

---

▼ Submit Remittance Statement and pay mandatory contributions in full by the contribution day

---

▼ Submit first contributions for new employees on or before the contribution day

---

▼ Fill in the relevant income and contribution amount for employees

---

● Instruction Received  
Reference No.: NB1300056701

Deduct from Account	263- [REDACTED] 001 HKD Current	Payroll Value Date	10-05-2019
Payment Code/Description	A01 AUTO CREDIT	Reference	
Total Count	2	Total Amount	1,100.00

Payee	Bank / Account Number	Particular	Amount(HKD)
Chan Tai Man	222 - [REDACTED] 222	Salary	100
JIANG DAJIU	123 - [REDACTED] 222	Salary	1,000

Next
Cancel

# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

### Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

STEP  
12

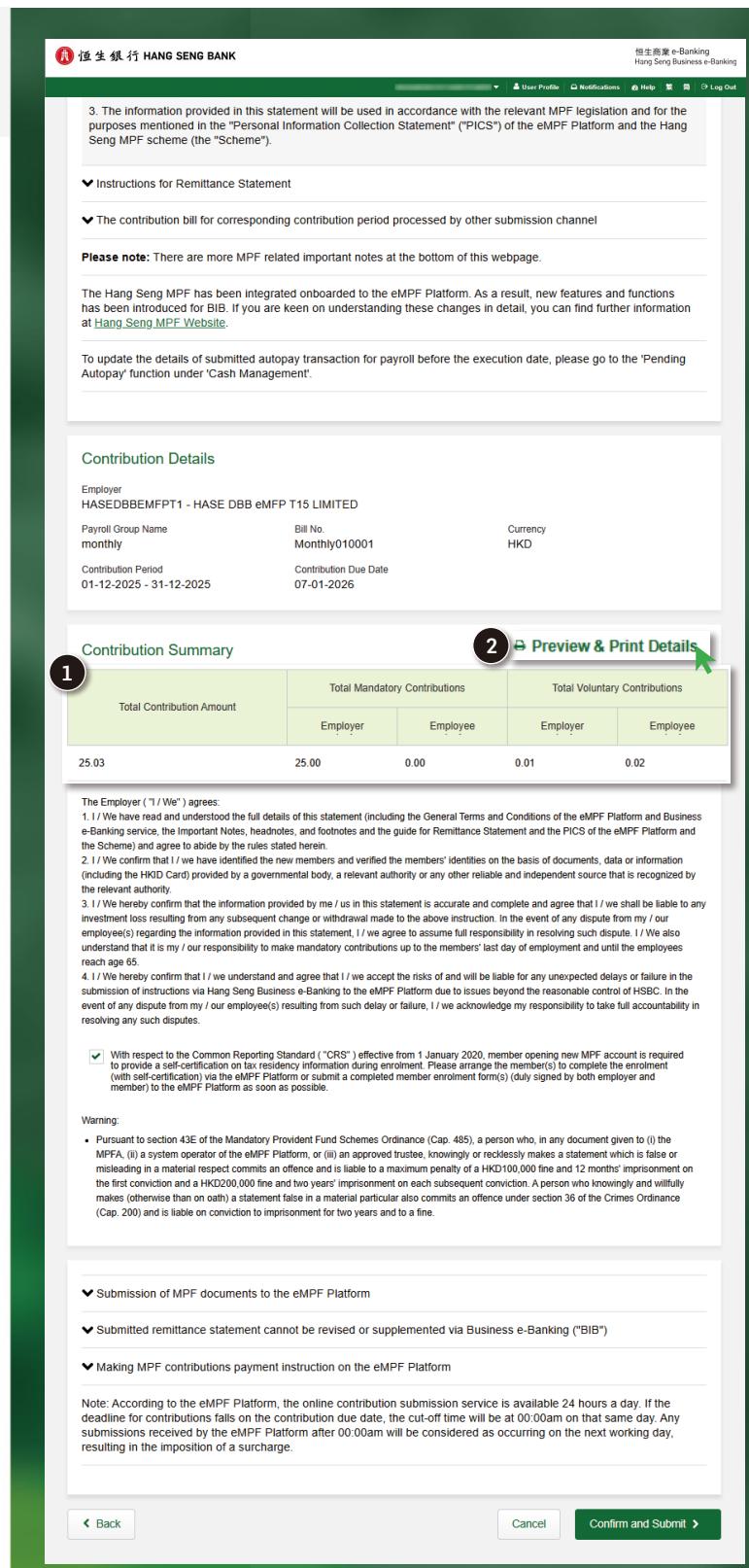
#### Preview MPF Remittance Statement Instruction

- 1 Review carefully the "Total Contribution Amount", "Total Mandatory Contributions" and "Total Voluntary Contributions".
- 2 Click "Preview and Print Details" to view and print the remittance statement details.

(No earliest direct debit date will be arranged by the eMPF Platform.

To avoid late payment surcharges, you should submit the remittance statement on or before the contribution day.

Please ensure there are sufficient funds in the designated bank account when the remittance statement is submitted.)



The screenshot shows the Hang Seng Business e-Banking interface for MPF and Payroll Services. The top navigation bar includes links for User Profile, Notifications, Help, and Log Out. The main content area displays the following information:

- Remittance Statement Summary:** The information provided will be used in accordance with relevant MPF legislation and the Personal Information Collection Statement (PICS) of the eMPF Platform and the Hang Seng MPF scheme.
- Instructions for Remittance Statement:** Includes a link to the contribution bill for the corresponding period processed by other submission channels.
- Please note:** There are more MPF related important notes at the bottom of the webpage.
- Autopay Transaction:** To update the details of submitted autopay transaction for payroll before the execution date, please go to the 'Pending Autopay' function under 'Cash Management'.
- Contribution Details:** Shows the employer (HASEDBBEMFPT1 - HASE DBB eMPF T15 LIMITED), payroll group name (monthly), bill number (Monthly010001), contribution period (01-12-2025 - 31-12-2025), and contribution due date (07-01-2026). The currency is HKD.
- Contribution Summary:** A table showing contribution amounts and breakdowns for employer and employee contributions.
- Agreements:** A section detailing employer agreements, including the Common Reporting Standard (CRS) and the Mandatory Provident Fund Schemes Ordinance (Cap. 485).
- Submission Summary:** A list of submission details including MPF documents, remittance statements, and MPF contributions payment instructions.
- Note:** A note about the online contribution submission service being available 24 hours a day, with a cut-off time of 00:00am on the same day.
- Buttons:** Back, Cancel, and Confirm and Submit.

# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

### Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

STEP  
13

#### Confirm MPF Remittance Statement Instruction

- Click "OK" on the pop up message to submit the instruction.
- After clicking "OK", the MPF Remittance Statement is submitting to the eMPF Platform. Please hold on while await a response from the eMPF Platform. This process may take a few minutes.
- The "Acknowledgement" page indicating the 'Reference No.' will be shown upon successful submission of the remittance statement. You may capture and save the page for future reference.
- Click "OK" to leave the page.

(In the case of unsuccessful submission, a user with submission authority and sufficient transaction limit can go to "MPF Contribution and Payroll" > "Pending to Submit MPF Remittance Statement" to submit the MPF remittance statement instruction again.)

The screenshots illustrate the submission process:

- Step 1:** A pop-up message titled "System Message" asks if the user wishes to submit the Remittance Statement. It contains a note about the eMPF platform processing the request upon receipt. The "OK" button is highlighted with a green circle and a number 1.
- Step 2:** The main page shows the submission in progress. A message says, "We are submitting the remittance statement to the eMPF Platform. Please hold on while we await a response from the eMPF Platform. This process may take a few minutes." Below this, a table shows the details of the remittance statement, including the employer (HASE DBB eMPF T15 LIMITED), payroll group (monthly), and contribution period (01-12-2025 - 31-12-2025). The "OK" button is highlighted with a green circle and a number 2.
- Step 3:** The main page shows the successful submission. A message says, "We have successfully submitted your remittance statement to the eMPF Platform for processing. Reference No.:RSD1769066432347. For the submission details, please refer to the menu 'View MPF Remittance Statement Summary'." Below this, a table shows the same remittance statement details. The "OK" button is highlighted with a green circle and a number 3.
- Step 4:** The final step shows the user leaving the page. The "OK" button is highlighted with a green circle and a number 4.

# Hang Seng Business e-Banking User Guide

## MPF and Payroll Services

### Steps for Submitting MPF Remittance Statement and/or Autopay Transaction for Payroll

STEP  
14

#### View MPF Remittance Statement Summary

- 1 Click "View MPF Remittance Statement Summary" under "MPF and Payroll Services" on the left of the Business e-Banking homepage.
- 2 All the submitted contribution bills for the past 12 months under your account are displayed. Check the status and select the contribution bill you want to view or edit. Click "View" or "Prepare" to proceed.
- 3 The selected remittance statement is displayed, listing all the contribution details.

No.	Payroll Group Name	Bill No.	Contribution Period	Total Contribution Amount	Prepared By	Status	Submitted On	Action
1	monthly	Monthly010001	01-12-2025 - 31-12-2025	5.00	PU0000	Submitted to the eMPF Platform	22-01-2026	<a href="#">View</a>
2		bill4011	01-11-2025 - 30-11-2025	5,000.00	PU0000	Rejected	21-01-2026	<a href="#">Prepare</a>
3		bill4008	01-04-2025 - 30-04-2025	50.00	PU0000	Rejected	22-01-2026	<a href="#">Prepare</a>
4		bill4002	01-02-2025 - 28-02-2025	1,550.00	PU0000	Submitted to the eMPF Platform	07-01-2026	<a href="#">View</a>
5		bill4004	01-02-2025 - 28-02-2025	50.00	PU0000	Submitting to the eMPF Platform	12-01-2026	<a href="#">Prepare</a>
6		userpayroll4001	01-01-2025 - 31-01-2025	1,550.00	PU0000	Rejected	22-01-2026	<a href="#">Prepare</a>
<b>IFPT1 - HASE DBB eMPF T15 LIMITED</b>								
7		bill4006	01-03-2025 - 31-03-2025	50.00	PU0000	Submitting to the eMPF Platform	13-01-2026	<a href="#">Prepare</a>
8		userpayroll4002	01-01-2025 - 31-01-2025	50.00	PU0000	Submitted to the eMPF Platform	13-01-2026	<a href="#">View</a>