

Manulife Member Hotline Call Menu

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. / One-Time PIN (Press # to Bypass)

Press 2 Group Life & Health

Press 1
Fund Balance & Investment Instruction
(Logged-in only)

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
0 Contact Customer Service Officer

Press 0
Contact Customer Service Officer

Press 2
Fund Unit Prices & Interest Rate

Press 1
Manulife Global Select
(Read out the fund name or press 1 for the following menu)
1 All Fund Unit Prices
(Press "00" for Fund Code)
2 Specific Fund Unit Prices
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 0
Contact Customer Service Officer

Press 3
Obtain Forms

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
0 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 Person MPF Account Payment Particulars
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
0 Contact Customer Service Officer

Press 4
Contact Information

Press 5
Transfer/ Claim of Accrued Benefits

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

Press 2
ORSO Contact Information

Press 0
Contact Customer Service Officer

Press 1
Provident Funds

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)

Press 2
Feedback or Suggestions
1 Compliment
2 Complaint

Press 1
Contact Information

Press 2
Obtain Forms

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
0 Contact Customer Service Officer

Press 3
Claim Status for the Past 12 Months
(Logged-in only)

Press 0
Contact Customer Service Officer

Press 1
Group Life & Health

Press 2
Feedback or Suggestions
1 Compliment
2 Complaint