

Why do I need to activate Two-factor Authentication?

Two-factor Authentication (“2FA”) can strengthen your online account security. In addition to inputting account password, you are also required to input a one-time password (send to your registered mobile or email) to verify your identification after activating 2FA.

How to activate Two-factor Authentication?

1. Log into the online BOCPT account

Employee

Or

-

Or

[HKID / Passport No. Login](#)

Please **DO NOT** disclose or store your login ID and password to any third-party platforms such as websites, mobile applications or any financial management software/platform.

- ▶ [How to Register & Login?](#)
- ▶ [How to reset password?](#)
- ▶ [How to activate Two-Factor Authentication?](#)



2. If you have not activated 2FA, we invite you to do so during logging into account. Select “SMS” or “E-mail” as the method to receive One-time Password.

— Two-factor Authentication Login —

Full implementation of Two-factor Authentication for web account from 1 June 2020

Online account security is always the priority concern of BOCI-Prudential. To provide a safer and more reliable online platform for our customers to manage MPF account, we have launched Two-factor Authentication (“2FA”) for online account login in August 2019 on optional basis. This measure will be fully implemented starting from **1 June 2020**. After the full implementation, customers must input and receive a one-time password (OTP) via a registered local mobile phone or email before log into their web account. Please follow instructions below to activate 2FA function now, and [click here](#) for the User Guide on how to use 2FA.

If the registered mobile No./ E-mail address is not valid, please select the “Skip” button and input your updated mobile No./ E-mail address on the “Change Personal Details” after log into the webpage. You can activate the Two-factor Authentication service on the following working day after the mobile No./ E-mail address is updated (cut off time is 4:00pm on each working day).

Please select Verification Code / One-time Password receiving method:

SMS E-mail

One time password will be sent to your registered E-mail Address:

xxxxxxxx@xxx.xxx

Next Skip

3. If you have not registered mobile number and email with us, you will not be able to log into your online account. Please fill in the "[Change of Scheme Member's Particulars](#)" form as soon as possible to register your mobile phone number and email address with us in order to continue to use our online services.

The form is available at "Download Corner" on our website. The completed form can be submitted by one of the following means:

- By mail : 25/F., Citicorp Centre, 18 Whitfield Road, Causeway Bay, Hong Kong
- By email : mpf@bocpt.com
- By fax : 2151 0999 / 2530 4786

—Compulsory 2FA Explanation—

Full implementation of Two-factor Authentication - Mobile Phone Number and Email Address are Essential

Online account security is always the priority concern of BOCI-Prudential. To provide a safer and more reliable online platform for our customers to manage MPF account, we have launched Two-factor Authentication ("2FA") for online account login in August 2019 on optional basis. This measure was fully implemented starting from **DD MM 2020** . After the full implementation, customers must input and receive a one-time password (OTP) via a registered local mobile phone or email before log into their web account.

How does it affect me?

You will need to provide a local mobile phone number or email address to receive an OTP after the full implementation. As we do not have your local mobile phone number and email address register record, you may not be able to log into your online account. To ensure continued access to our online services, please [click here](#) to download and complete a "Change of Scheme Member's Particulars" form. You can also [click here](#) for the User Guide on how to use 2FA.

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[How to activate Two-Factor Authentication?](#)

4. You may also activate 2FA by going to the webpage “Personal Information” -> “Two-factor Authentication” after log into your account. You may also change the method to receive one-time password here.

Home

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Account Enquiry Account Management **Personal Information** Statement & Upload/Download Analytic Tools e-Transfer

Change Personal Details Change Password e-Member **Two-factor Authentication** You are logged in as Logout

- Two-factor Authentication -

Please note: the registered mobile No./ E-mail address of your account(s) will be taken as the default mobile No./ E-mail address for Two-factor Authentication. If you do not provide a local mobile No./ E-mail address, we may not be able to provide some of the electronic services via mobile No./ E-mail address (such as e-Member notification, deliver one-time password for Two-factor Authentication).

If the mobile No./ E-mail address you have registered for Two Factor Authentication is not valid, please input your updated mobile No./ E-mail address on the “Change Personal Details” webpage. You are required to log into your MPF account on the following working day after the mobile No./ E-mail address is updated (cut off time is 4:00pm on each working day) to **re-activate** the Two-factor Authentication service.

For more details of Two Factor Authentication services, please click [here](#)

Your settings is as follows:

Verification Code / One-time password receiving method	SMS
Hong Kong Mobile No.	XXXXXXXX
Status	Activated

Change to Email Account Summary

Basic Information
Member: Employee
English Name-

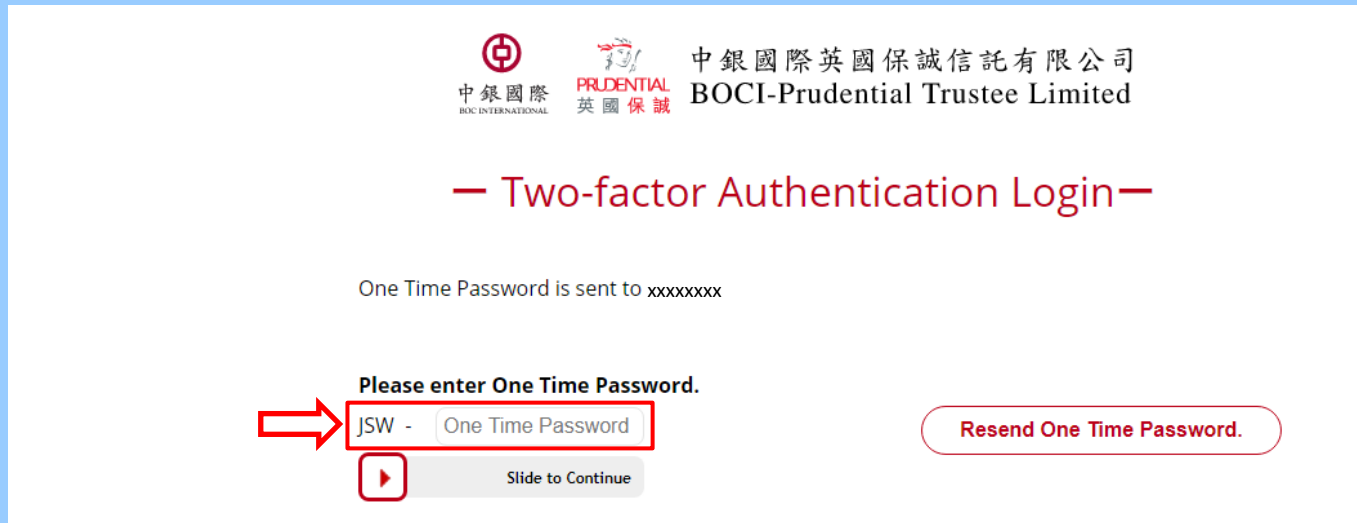
Last login:
31/01/2020 5:48:20 PM
Status: Success

e-Members Protect Environment

Setup Fund Price Alert

My Toolbox
You have not set up your toolbox yet, please press the 'Setting' to set up

5. After 2FA is activated, you will need to input a one-time password whenever you log into your account to verify your identification.



How to change the mobile No. or email address that has activated 2FA?

If your registered mobile No. or email address that has activated 2FA is not valid anymore, you need to submit a Change of Scheme Member's Particulars form to us (the form can be obtained from our website "Download Corner"), or contacting our call center to make the change. You are required to **re-activate** 2FA service when you log into web account next time, after the change is completed.