

Submission Notes for Email Communications

Thank you for choosing Principal.

To avoid any delay and / or miscommunication of your request, please **READ** the guide below before **submitting form(s), remittance statement(s), payment slip(s) or other document(s) to us by email.**

Email subject

Please state the **Contract Number** and the **Category of the document**.

For example:

- “SM123456 – Dec 2018 Contribution and payment slip”
- “SD123123 – New member Enrolment form”

Attachment

- Please **ensure the image / attachment is CLEAR** and fill in **correct contract number / member number**.
- About the contract number:
 - Principal MPF Scheme Series 600/800 – starting from “DH/SC/SD/AP/SP/ZP/ZD/KO”
 - Principal MPF Smart / Simple plan – starting from “SM/SI”
- If the attachment is a payment slip, please **write the Contract number** and **Company name on the attachment** and if the slip is submitted together with Remittance statement, please combine the two documents into a single attachment.
- Please **do not insert a photo / an image in the email body**.
- Please submit different requests if the submission is related to multiple contracts / documents.
- Please **delete the irrelevant conversations / dialogs content / email history**.

Suggested Attachment file type

PDF / TIF / JPEG / Excel / txt File

File size

5 Mb (Megabytes) or below for each file

Encrypted file

Please provide the **password in separate email** with the same email subject.

Document Submission

Principal MPF - Smart Plan / Principal MPF - Simple Plan

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