

MERCER MPF SATISFACTION INDEX

JULY 2018

JUNE 2018
47.3

52.6

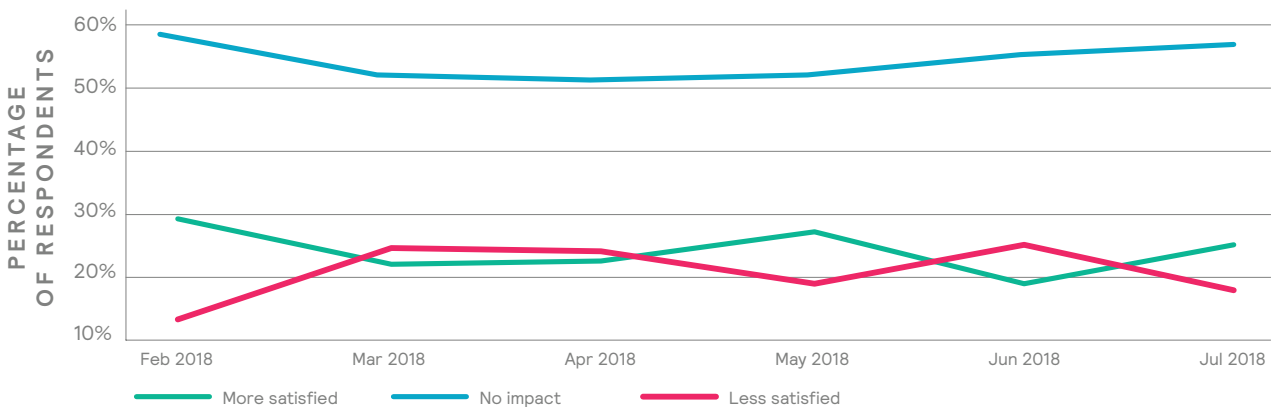
MONTHLY INDEX COVERING OVER
2,000 RESPONDENTS ANNUALLY

Conducted by Nielsen Hong Kong

The general public is neither satisfied nor dissatisfied with the uplifting of relevant income and maximum contribution levels.

Over the past six months, more than half of respondents have said they believe that the uplifting of relevant income and maximum contribution levels has had no impact on their MPF satisfaction.

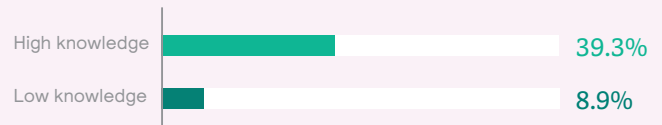
HOW WOULD MPFSI CHANGE IF THE MAXIMUM RELEVANT INCOME LEVEL AND MANDATORY CONTRIBUTIONS ARE UPLIFTED?



HIGHER KNOWLEDGE LEVEL RESULTS IN MORE POSITIVE SENTIMENT TOWARD THE UPLIFTING

Close to 40% of respondents with a high MPF knowledge level believe that they would be more satisfied with MPF in July with the uplifting. This is four times more than those with low MPF knowledge, which demonstrates the importance of educating individuals about MPF.

Percentage of respondents who will be more satisfied with MPF upon the uplifting



THE MORE ENGAGED, THE MORE SATISFIED

Members who are more informed are more satisfied.

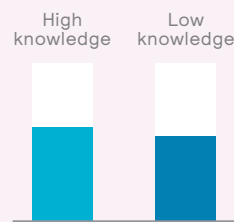
Review frequency



More than once every six months

Less than once every six months

Knowledge level



55.0

49.7

THE EASIER TO MANAGE, THE MORE SATISFIED

Members are encouraged to consolidate their accounts.

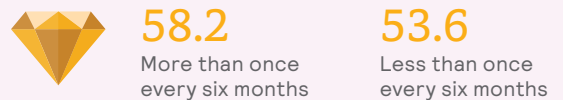
Number of accounts



HIGHER REVIEW FREQUENCY CREATES HIGHER SATISFACTION

Members who often review their MPF accounts are more satisfied with their investment returns and retirement protection.

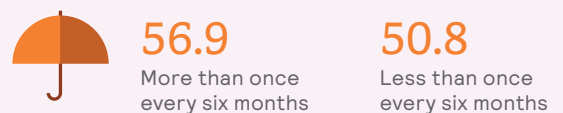
Satisfaction with MPF investment return



58.2
More than once every six months

53.6
Less than once every six months

Satisfaction with MPF investment protection



56.9
More than once every six months

50.8
Less than once every six months

HIGHER EXPECTATION, HIGHER SATISFACTION

Members with higher expectations toward MPF for post-retirement have higher satisfaction.

High expectation



Low expectation



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