

MERCER MPF SATISFACTION INDEX

JANUARY 2019

53.2

DECEMBER 2018
50.8

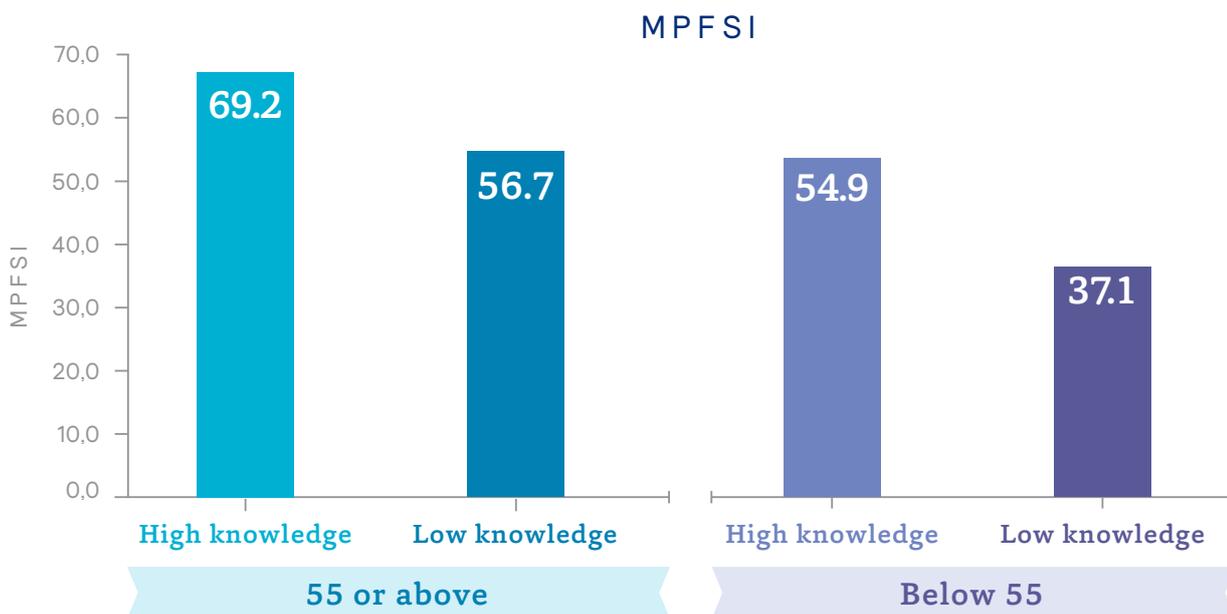


MONTHLY INDEX COVERING
OVER 2,400 RESPONDENTS ANNUALLY

Conducted by Nielsen Hong Kong

DEEP DIVE INTO AGE AND SATISFACTION

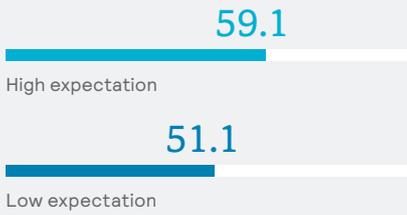
Our previous findings show that respondents who are closer to retirement are more satisfied with MPF. This time, we also looked at the impact of MPF knowledge for those younger than 55 and those ages 55 and above. Across both age groups, we observed that the more knowledgeable the respondents about MPF, the more satisfied they are.



THE MORE ENGAGED, THE MORE SATISFIED

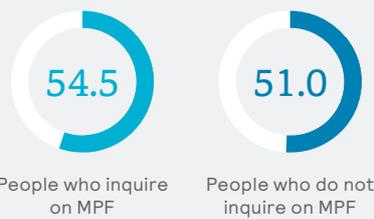
Expectation

Members who have high expectations of MPF for covering post-retirement expenses feel more satisfied.



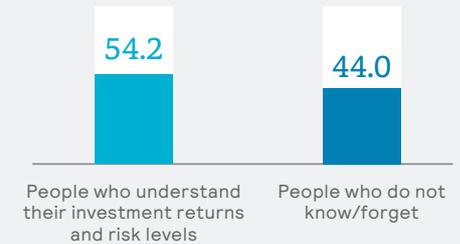
Inquiry Frequency

Members who inquired on MPF at least once in the last 12 months feel more satisfied.



Understanding Investment Returns and Risk Levels

Members who understand their investment returns and risk levels of MPF are more satisfied.



Understanding of Type of Investment in MPF Account

Members who understand the type of investment in their MPF account are more satisfied.



Review Frequency

Members who review their account more than once in every six months are more satisfied.



THE MORE YOU HAVE, THE MORE SATISFIED YOU ARE

Members whose total MPF balances are higher are more satisfied.

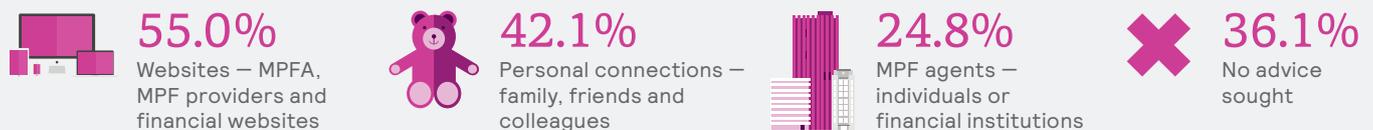


TOP 3 EXPECTATIONS FROM MPF MEMBERS TOWARD MPF PROVIDERS, APART FROM GOOD PERFORMANCE AND LOW FEES



WHERE DO PEOPLE SEEK HELP FROM?

We find that it is more common for members to seek advice from websites.



Note: The figures above do not add up to 100%, as individuals can seek advice from multiple sources.

For more information, please contact:

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