

MERCER MPF SATISFACTION INDEX

MARCH 2019

51.2

FEBRUARY 2019

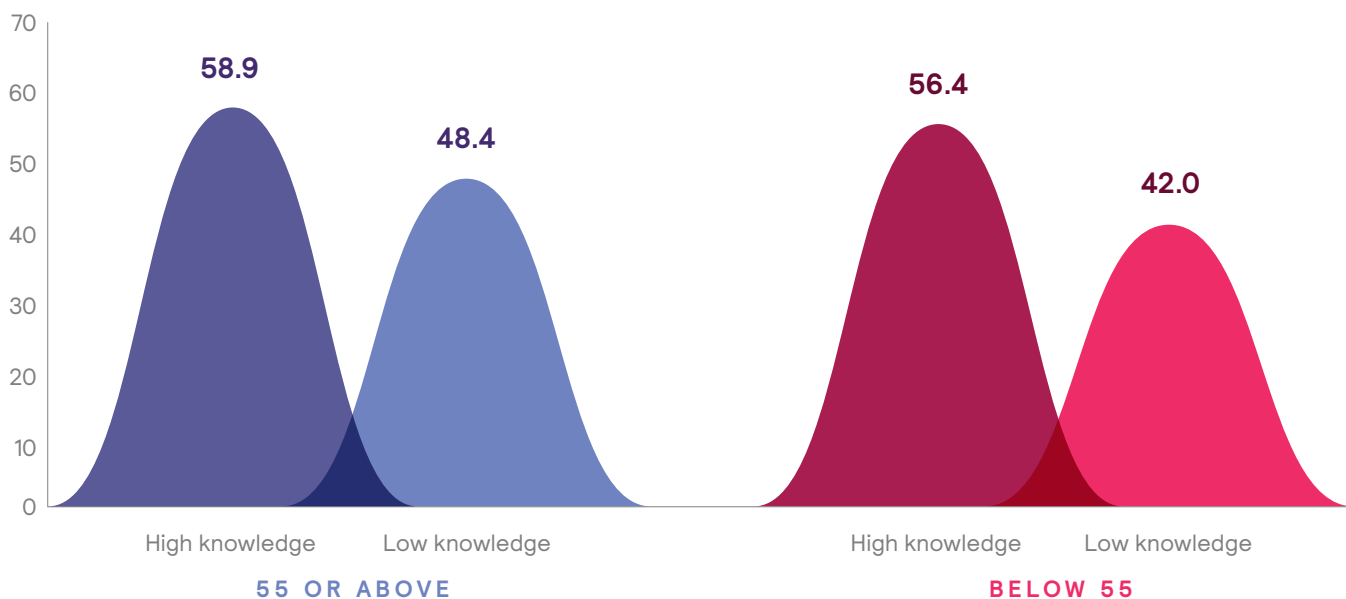
52.8

MONTHLY INDEX COVERING
OVER 2,400 RESPONDENTS ANNUALLY

Conducted by Nielsen Hong Kong

DEEP DIVE INTO AGE, KNOWLEDGE 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 role of MPF knowledge for those under age 55 as well as those age 55 and above. Across both age groups, our observations show that the more knowledgeable the respondents are about MPF, the more satisfied they are.



THE MORE ENGAGED, THE MORE SATISFIED

Knowledge Level

Members who have high knowledge on MPF feel more satisfied.

57.0

Members who believe they have **high knowledge** on MPF

44.2

Members who believe they have **low knowledge** on MPF

Inquiry Frequency

Members who inquired about MPF at least once in the past 12 months feel more satisfied.



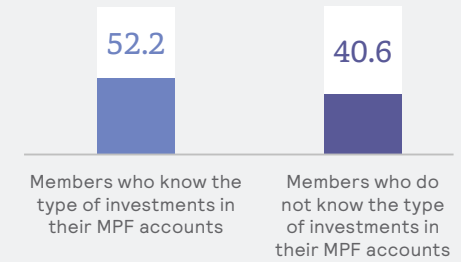
Members who make inquiry on MPF



Members who do not make inquiry on MPF

Understanding MPF Account Investment Types

Members who understand the type of investments in their MPF accounts are more satisfied.

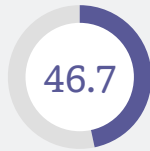


Review Frequency

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



Members who review their accounts more than once every six months



Members who review their accounts less than once every six months

TOP THREE EXPECTATIONS FROM MPF MEMBERS OF MPF PROVIDERS IN FEBRUARY 2019, APART FROM GOOD PERFORMANCE AND LOW FEES



31.2%

Provide loyalty discounts



29.7%

Provide comprehensive fund choice

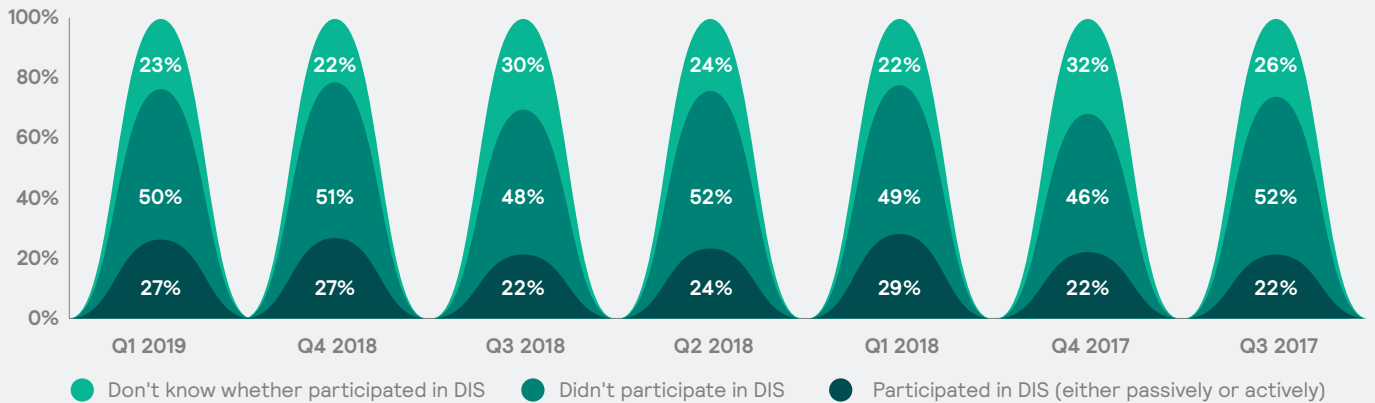


25.7%

Understand customers' needs

ABOUT A QUARTER OF MPF MEMBERS PARTICIPATE IN DIS

It has been two years since the launch of Default Investment Strategy (DIS) funds in April 2017. We found that the proportion of members who participate in DIS has remained steady at about 25% since Q3 2017.



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