



December 2019

Mercer MPF Satisfaction Index

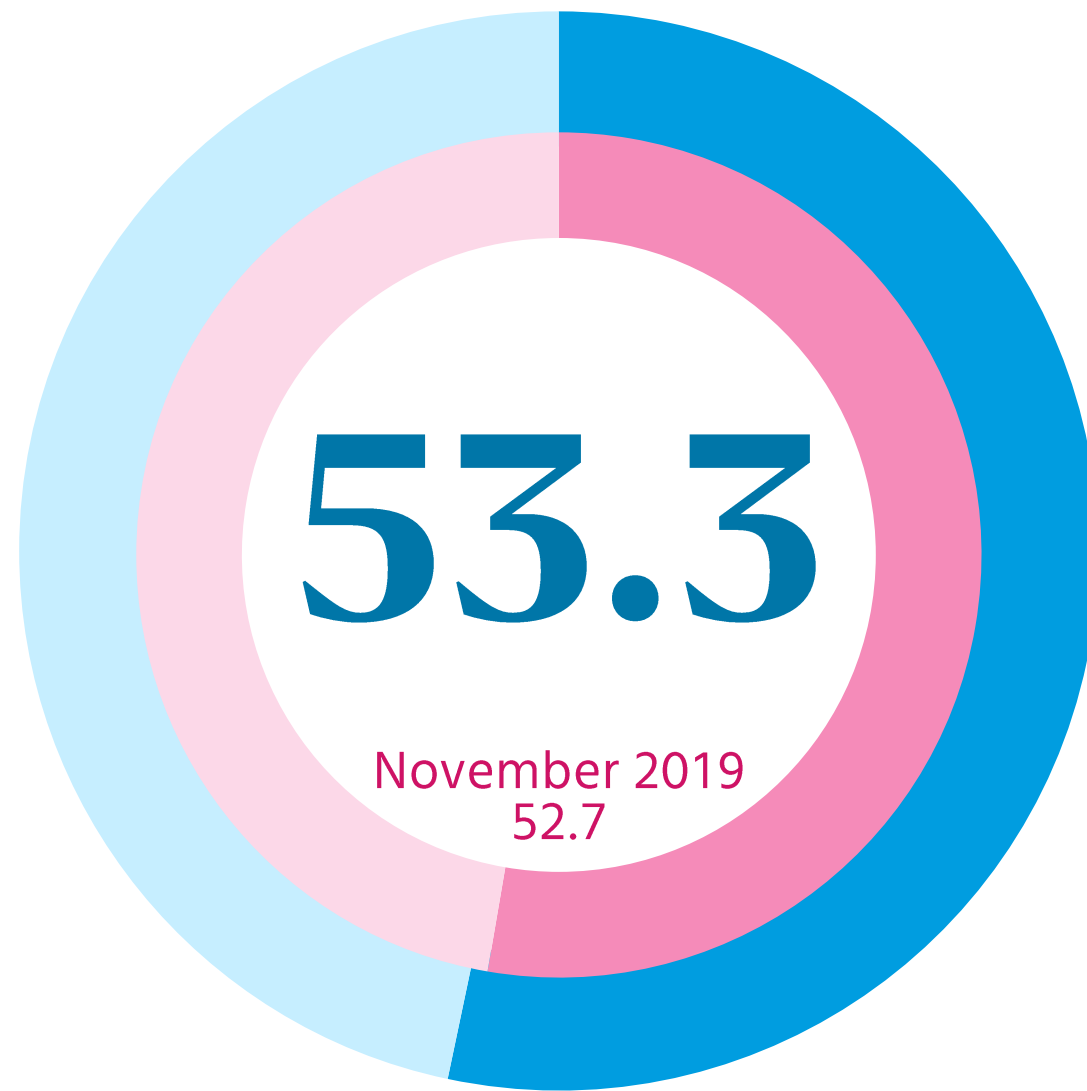
Monthly index covering over 2,400 respondents annually

Conducted by Nielsen Hong Kong

Also available online at:

<https://www.mercer.com.hk/our-thinking/wealth/mpf-satisfaction-index.html>

27 December 2019



The More Engaged, The More Satisfied

Understanding of risk and return

Members who understand the risk and return of MPF investment are more satisfied.



Knowledge Level

Members who have high knowledge on MPF feel more satisfied.



Advice Seeking

Members who seek advice on MPF feel more satisfied.



Review Frequency of MPF Account

Members who review their MPF account balance more frequently are more satisfied.



Top three expectations from MPF members in December 2019

Apart from good performance and low fees

1. Provide more comprehensive fund choice: 42.1%
2. Provide clear MPF benefit statement: 39.1%
3. Provide loyalty discount: 34.2%



Questions?

Freddie Cheng

T: + 852 3476 3794

E: freddie.cheng@mercer.com

In the past 12 months, where have people sought help?

We find it is more common for members to seek advice from personal connections, followed by websites.

1. Personal connections — family, friends and colleagues: 52.0%
2. Websites — MPFA, MPF providers and other financial websites: 36.1%
3. MPF agents — individuals or financial institutions: 23.3%
4. No advice sought — 20.8%

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

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