



February 2020

Mercer MPF Satisfaction Index

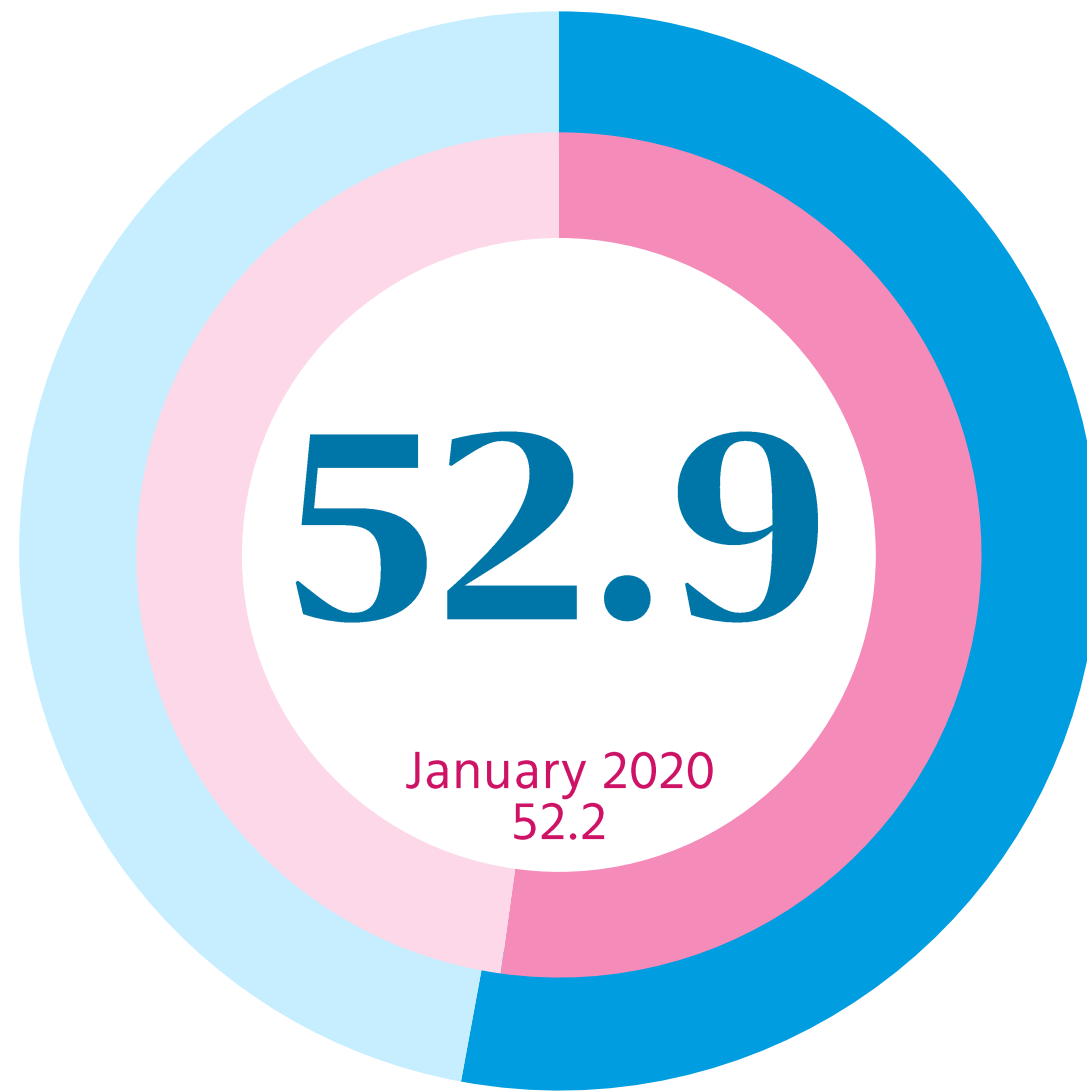
Monthly index covering over 2,400 respondents annually

Conducted by Nielsen Hong Kong

Also available online at:

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

28 February 2020



The More Engaged, The More Satisfied

Time Horizon Until Retirement

Members who are closer to retirement age 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 February 2020

Apart from good performance and low fees

1. Provide more comprehensive fund choice: 38.0%
2. Provide clear MPF benefit statement: 35.0%
3. Provide loyalty discount: 33.5%



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: 44.5%
2. Websites — MPFA, MPF providers and other financial websites: 40.5%
3. MPF agents — individuals or financial institutions: 21.5%
4. No advice sought — 23.5%

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

Important notices

References to Mercer shall be construed to include Mercer LLC and/or its associated companies.

© 2020 Mercer LLC. All rights reserved.

This material has been prepared by Mercer Investments (HK) Limited (MIHK). MIHK is authorized by the Securities and Futures Commission of Hong Kong (SFC) to undertake Type-1 (dealing in securities), Type-4 (advising on securities) and Type-9 (asset management) regulated activities in Hong Kong. MIHK's SFC Central Entity Number is ALR969. Content may not be modified, sold or otherwise provided, in whole or in part, to any other person or entity, without Mercer's prior written permission. The findings, ratings and/or opinions expressed herein are the intellectual property of Mercer and are subject to change without notice. They are not intended to convey any guarantees as to the future performance of the investment products, asset classes or markets discussed. Past performance does not guarantee future results.

This does not contain investment advice or constitute individualized investment advice relating to your particular circumstances. No investment decision should be made based on this information without first obtaining appropriate professional advice and considering your circumstances.

Information contained herein has been obtained from a range of third party sources. While the information is believed to be reliable, Mercer has not sought to verify it independently. As such, Mercer makes no representations or warranties as to the accuracy of the information presented and takes no responsibility or liability (including for indirect, consequential or incidental damages), for any error, omission or inaccuracy in the data supplied by any third party. This material not been reviewed nor endorsed by the SFC or any other regulatory authority in Hong Kong.

For Mercer's conflict of interest disclosures, contact your Mercer representative or see www.mercer.com/conflictsofinterest.