



May 2020

# Mercer MPF Satisfaction Index

Monthly index covering over 2,400 respondents annually

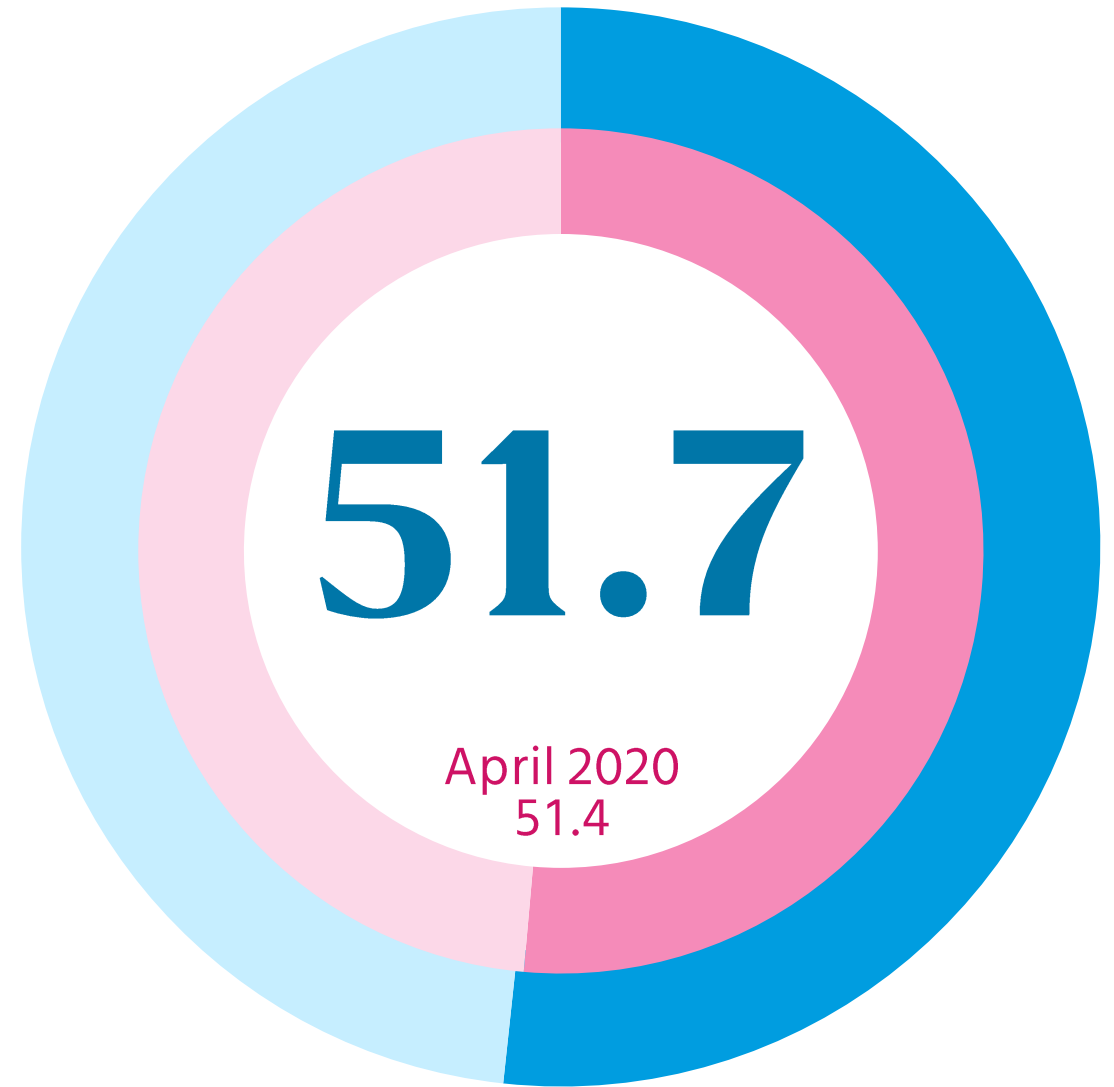
Conducted by Nielsen Hong Kong



Also available online at:

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

29 May 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 May 2020

Apart from good performance and low fees

1. Provide more comprehensive fund choice: 41.4%
2. Provide clear MPF benefit statement: 36.5%
3. Provide loyalty discount: 35.0%



### Questions?

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## 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: 38.4%
2. Websites — MPFA, MPF providers and other financial websites: 36.9%
3. MPF agents — individuals or financial institutions: 27.6%
4. No advice sought — 30.5%

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

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