



January 2020

Mercer MPF Satisfaction Index

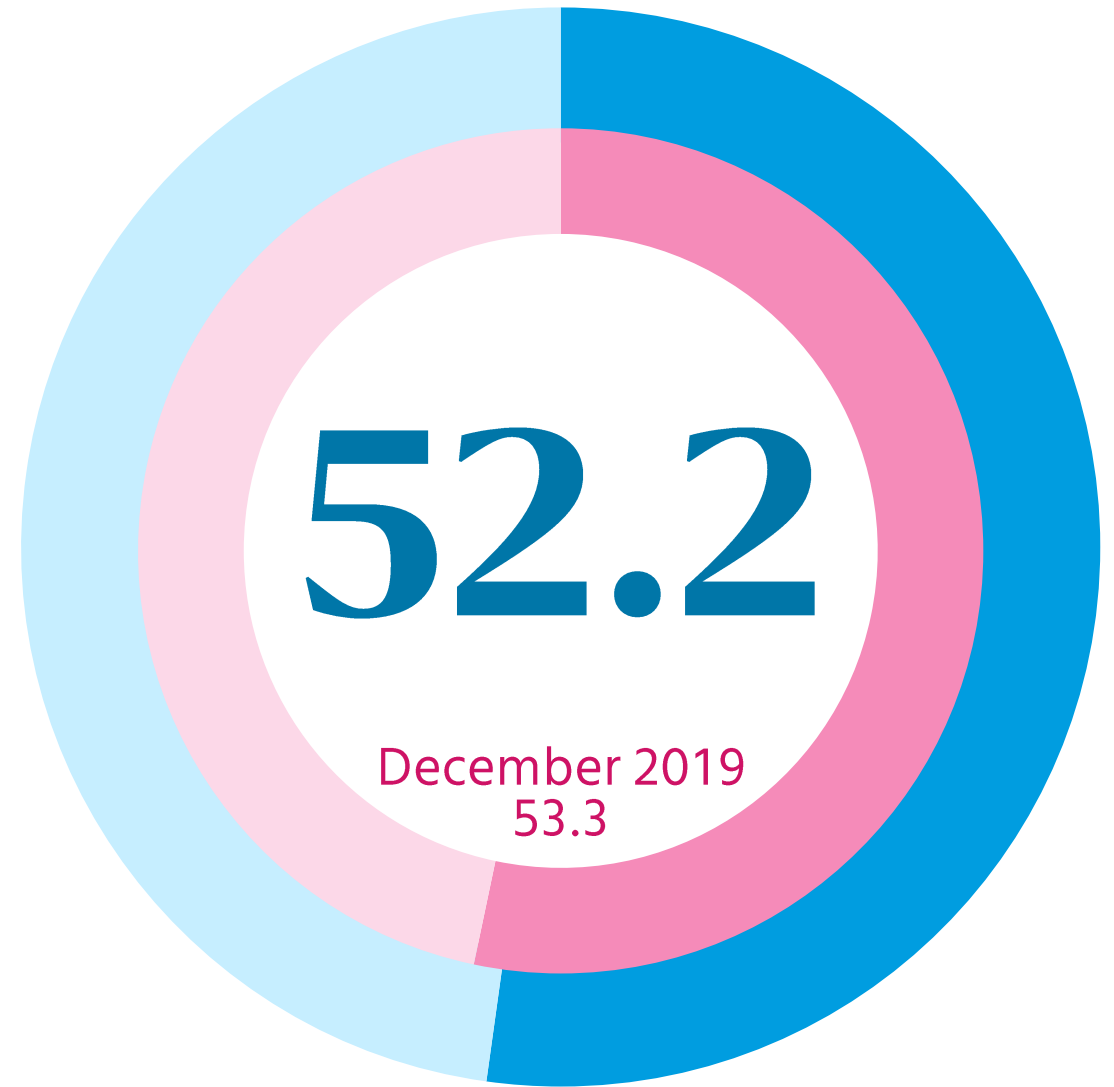
Monthly index covering over 2,400 respondents annually

Conducted by Nielsen Hong Kong

Also available online at:

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

31 January 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 January 2020

Apart from good performance and low fees

1. Provide more comprehensive fund choice: 31.0%
2. Provide clear MPF benefit statement: 30.5%
3. Provide fund information which is clear and easy to understand for comparison and selection: 24.6%



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 websites, followed by personal connections.

1. Websites — MPFA, MPF providers and other financial websites: 37.4%
2. Personal connections — family, friends and colleagues: 35.0%
3. MPF agents — individuals or financial institutions: 30.5%
4. No advice sought — 27.1%

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

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