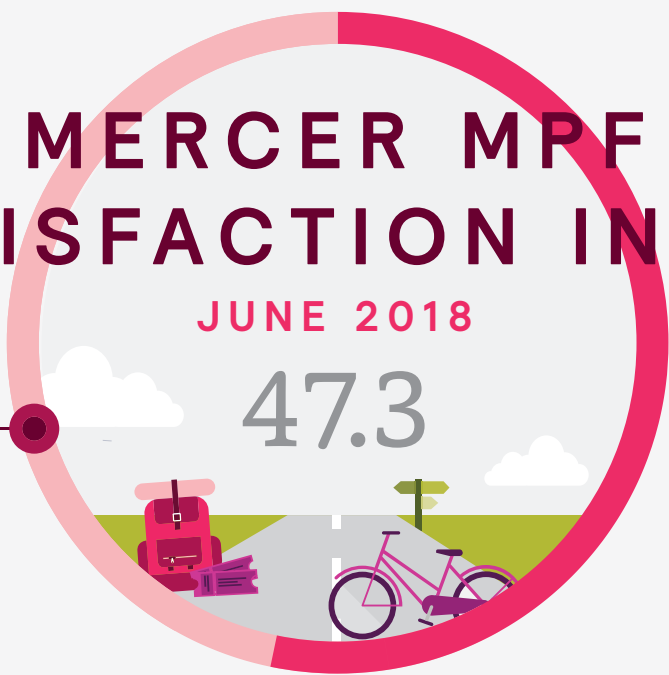


MERCER MPF SATISFACTION INDEX

JUNE 2018

47.3

MAY 2018
52.8



MONTHLY INDEX COVERING OVER
2,000 RESPONDENTS ANNUALLY

Conducted by Nielsen Hong Kong

THE MORE ENGAGED, THE MORE SATISFIED

Members who are more informed are more satisfied.



Review frequency



Knowledge level



More than once every six months



Less than once every six months



High knowledge



Low knowledge

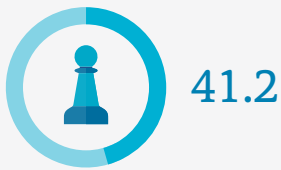
HIGHER EXPECTATION, HIGHER SATISFACTION

Members with higher expectations toward MPF for post-retirement have higher satisfaction.

High expectation



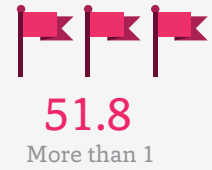
Low expectation



THE EASIER TO MANAGE, THE MORE SATISFIED

Members are encouraged to consolidate their accounts.

Number of accounts



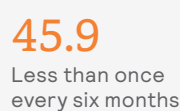
HIGHER REVIEW FREQUENCY CREATES HIGHER SATISFACTION

Members who often review their MPF accounts are more satisfied in investment return and retirement protection.

Satisfaction in MPF Investment Return



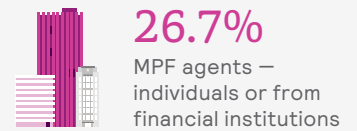
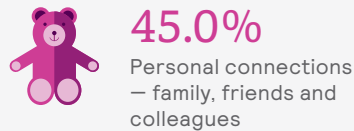
Satisfaction in MPF Investment Protection



FROM WHOM DO PEOPLE SEEK HELP?

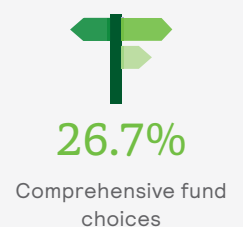
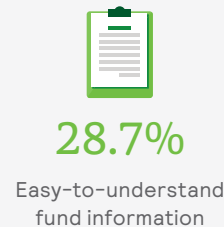
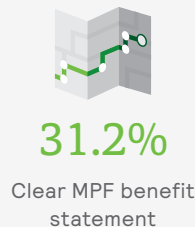
We find it is more common for members to seek advice from personal connections.

Sources of advice



MEMBERS EXPECT MPF PROVIDERS TO IMPROVE THEIR EXPERIENCE

Aside from fees and performance, the top three expectations toward MPF providers are related to improving member experience.



For more information, please contact:

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