

MERCER MPF SATISFACTION INDEX

MAY 2018

52.8

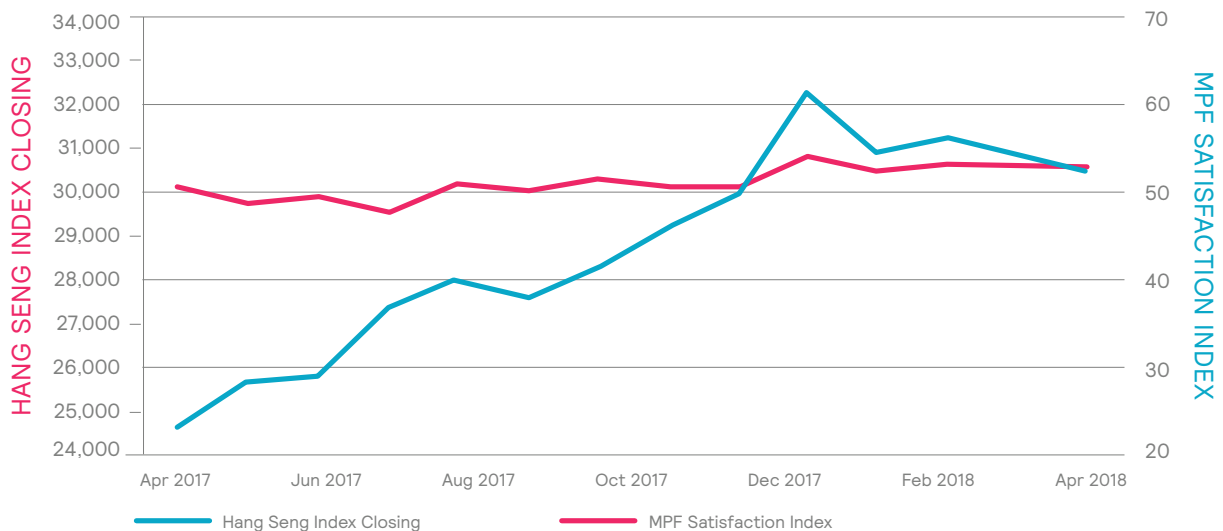
APRIL 2018
51.0

MONTHLY INDEX COVERING OVER
2,000 RESPONDENTS ANNUALLY

Conducted by Nielsen Hong Kong

POSITIVE RETURNS DO NOT TRANSLATE INTO SATISFACTION

We compared trends in the Hang Seng Index (HSI) with the MPF Satisfaction Index to examine the impact of market volatility on MPF satisfaction. Although the HSI grew 24% from April 2017 to May 2018, this growth did not correlate with a rise in MPF satisfaction levels.



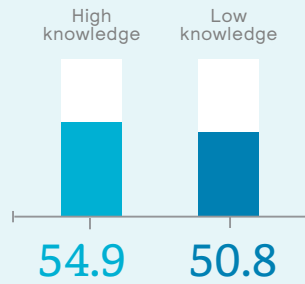
THE MORE ENGAGED, THE MORE SATISFIED

Members who are more informed are more satisfied.

Review frequency



Knowledge level



THE EASIER TO MANAGE, THE MORE SATISFIED

Members are encouraged to consolidate their accounts.

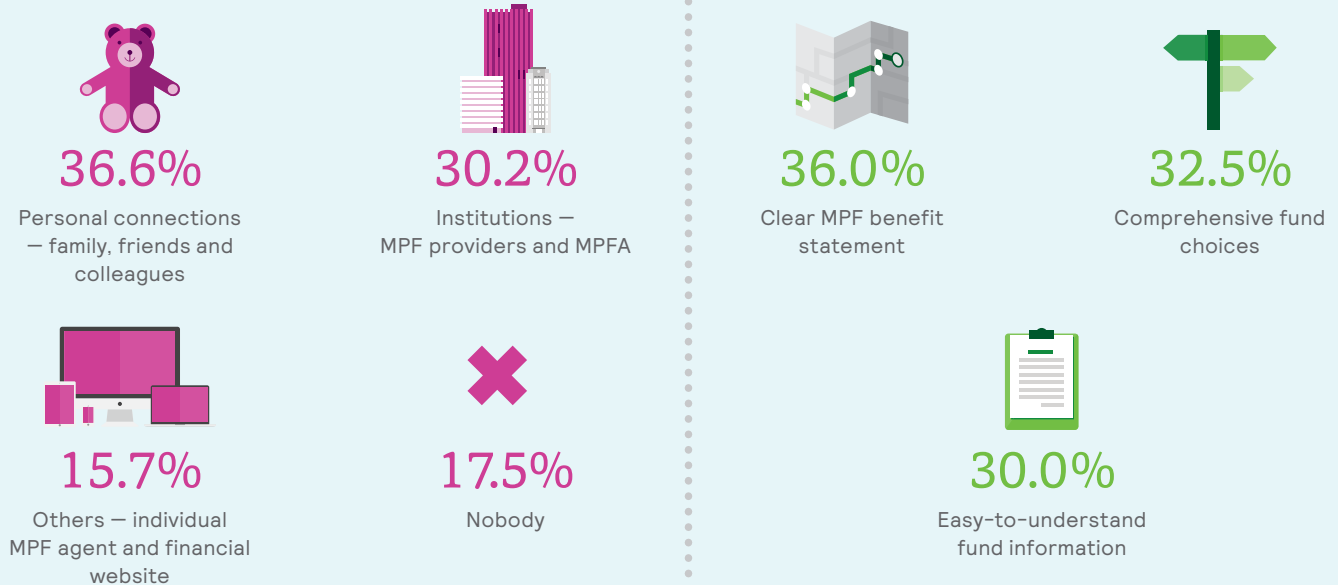
Number of accounts



WHO DO PEOPLE SEEK HELP FROM?

We find that 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, all the top three expectations toward MPF providers are related to improving members' experience.



36.0%

Clear MPF benefit statement



32.5%

Comprehensive fund choices



30.0%

Easy-to-understand fund information

For more information, please contact:

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