

# MERCER MPF SATISFACTION INDEX

FEBRUARY 2018

52.3

JANUARY 2018  
54.0

MONTHLY INDEX COVERING OVER  
2,000 RESPONDENTS ANNUALLY

Conducted by Nielsen Hong Kong

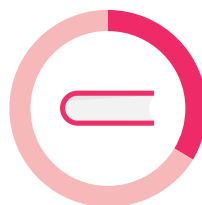
Members closer to retirement said they are more satisfied – trend persists over 11 months.



49.7



62.8



47.0



58.0

Members with better MPF knowledge said they are more satisfied – trend persists over 11 months.

Members are expecting their scheme providers to offer better products and more proactive communication.



33%

expect their provider to understand their needs better.



31%

expect their provider to offer comprehensive fund choices.



25%

expect their provider to offer strong after-sales service/follow-up.



62.8

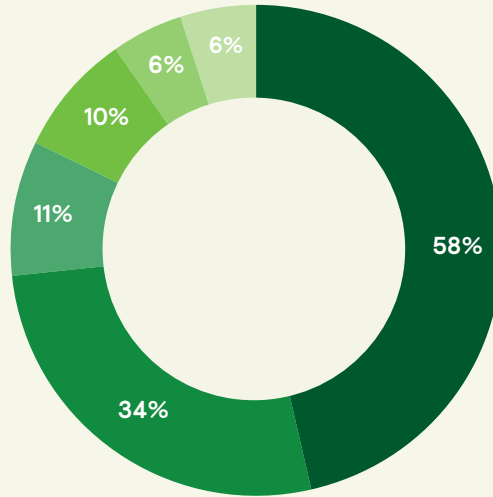


49.7

Members who review their MPF more than once every six months said they are more satisfied.

We continue to encourage employers to provide more MPF education to their staff

MAIN REASONS FOR NOT REVIEWING MPF



- Too complicated/too troublesome to review
- Have no expectation on MPF earning
- No time to review
- The balance in MPF account is too insignificant to review, which does not deserve my attention
- Retirement is too far away from me and no need to review at this moment
- Do not know how to review

For more information, please contact:

**Florence Chiu** | T: + 852 3476 3890 | E: [florence.chiu@mercermarshbenefits.com](mailto:florence.chiu@mercermarshbenefits.com)

**Vincent Choy** | T: + 852 2301 7588 | E: [vincent.choy@mercermarshbenefits.com](mailto:vincent.choy@mercermarshbenefits.com)

© 2018 Mercer LLC. All rights reserved.

The findings, ratings and/or opinions expressed herein are the intellectual property of Mercer and are subject to change without notice. No decision should be made based on any information provided in this document without first obtaining appropriate professional advice and considering your specific circumstances.

Mercer makes no representations or warranties as to the accuracy or completeness of the information presented and takes no responsibility or liability (including for indirect, consequential or incidental damages) for your or any third party's reliance on the information supplied in this document.

Mercer (Hong Kong) Limited is registered with the Mandatory Provident Fund Schemes Authority and the Hong Kong Confederation of Insurance Brokers in Hong Kong.

