

MERCER MPF SATISFACTION INDEX

JANUARY 2018

54.0

DECEMBER 2017
50.5

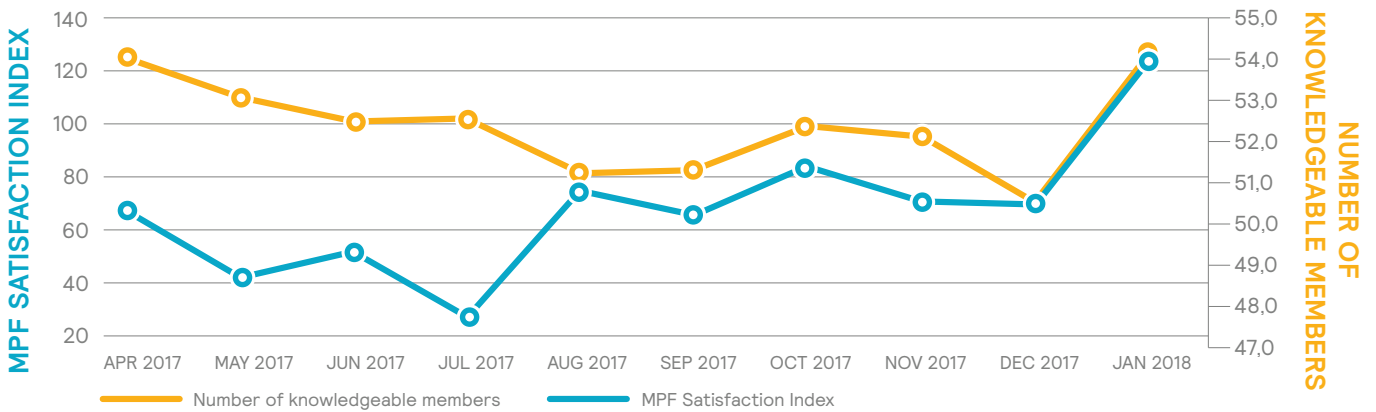
MONTHLY INDEX COVERING OVER
2,000 RESPONDENTS ANNUALLY

Conducted by Nielsen Hong Kong

BETTER KNOWLEDGE = HIGHER MPF SATISFACTION

Members with better MPF knowledge reported higher satisfaction with the MPF system.

This trend persisted over 10 months, indicating a positive relationship between MPF knowledge and satisfaction.



Members closer to retirement said they were more satisfied with the MPF. This trend persisted over 10 months.

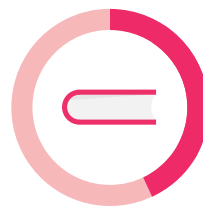


51.5

Members with better MPF knowledge said they were more satisfied with the MPF. This trend persisted over 10 months.



64.0



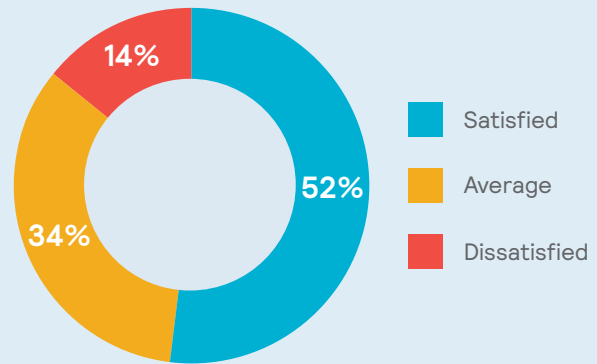
42.7



60.6

How have members responded to the Government's proposal to abolish MPF offsetting*?

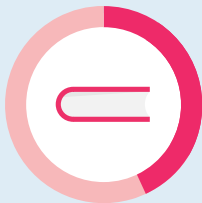
52% of members were satisfied with the proposal.



* The Executive Council endorsed the Government's proposal to abolish MPF offsetting. After abolishing the MPF offsetting system:
• An employer cannot offset the Long Service Payment/Severance Payment from the employer's MPF contribution.
• The calculation method of Long Service Payment/Severance Payment is the employee's last monthly salary \times 0.5 \times length of service.

BETTER KNOWLEDGE, HIGHER SATISFACTION

Members with better MPF knowledge were more satisfied with the proposal.



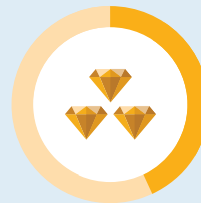
41% satisfied



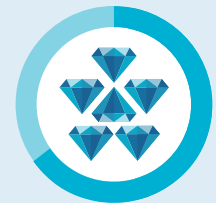
58% satisfied

HIGHER ACCOUNT BALANCE, HIGHER SATISFACTION

Members with higher MPF account balances** were more satisfied with the proposal.



41% satisfied



63% satisfied

** With MPF account balance of HKD\$200,000 or above.

For more information, please contact:

Florence Chiu | T: + 852 3476 3890 | E: florence.chiu@mercermarshbenefits.com

Vincent Choy | T: + 852 2301 7588 | E: vincent.choy@mercermarshbenefits.com

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