

MERCER MPF SATISFACTION INDEX

APRIL 2017 TO MARCH 2018

50.8

The Mercer MPF Satisfaction Index was launched in April 2017. This monthly index captures the satisfaction level of MPF members with the MPF system.

On its anniversary, we aggregated **2,425 data points** captured over the past 12 months to analyze different aspects of satisfaction with the MPF.

SATISFACTION REMAINS AROUND 50

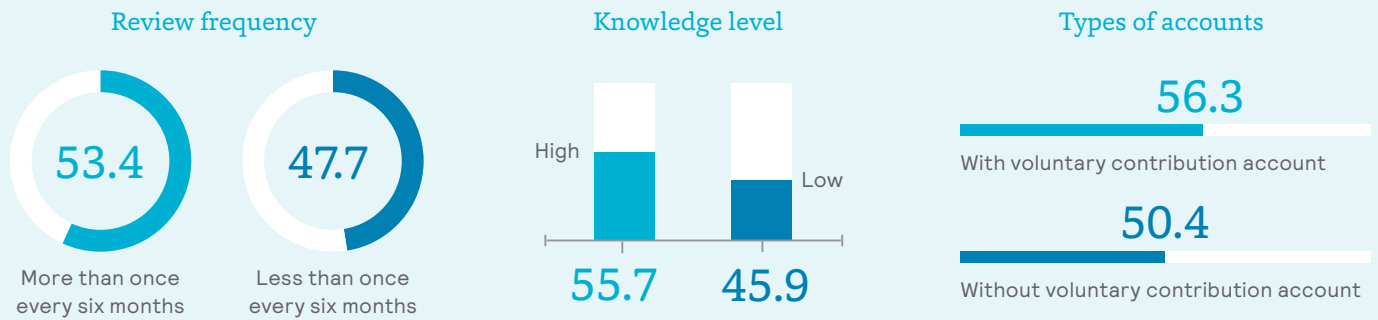
The MPF Satisfaction Index recorded an average of 50.8, out of 100, over the past 12 months, with a range from 47.7 to 53.2, indicating that it has been stable around the 50 mark. This “50” score indicates that people are somewhere between being satisfied and dissatisfied with the MPF system.

POSITIVE RETURNS DO NOT TRANSLATE INTO SATISFACTION



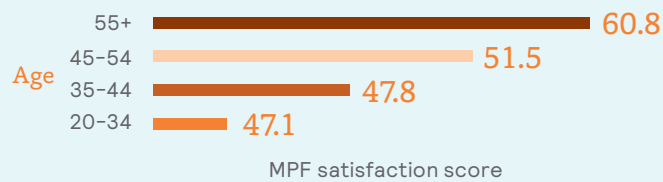
We compared trends in the Hang Seng Index (HSI) with the MPF Satisfaction Index to examine the impact of market volatility on MPF satisfaction. Although the HSI grew 27% from April 2017 to March 2018, this growth did not correlate with a rise in MPF satisfaction levels.

THE MORE ENGAGED, THE MORE SATISFIED



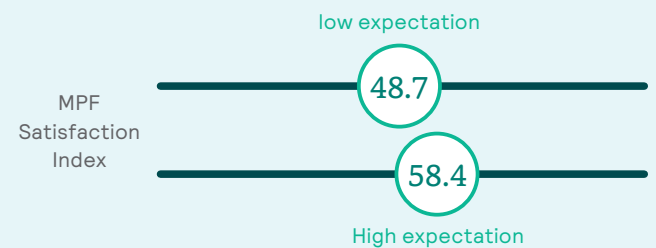
The above figures show that engagement is a key driver in satisfaction.

YOUNG MEMBERS LESS SATISFIED



IMPORTANCE OF MEETING EXPECTATIONS

Only 22% of people expect MPF to cover half or more than half of their post-retirement expenses. Interestingly, this group is more satisfied with MPF.



THE EASIER TO MANAGE, THE MORE SATISFIED

Number of accounts



Ease of managing MPF is a driver in satisfaction. We encourage members to consolidate their accounts.

Meanwhile, out of all respondents (1,399) who are dissatisfied with MPF, 71% (991) reported positive MPF returns in the previous year. This indicates that expectations from MPF are critical to understanding satisfaction levels.

DIS

Awareness of DIS is high.

Total 76% aware of DIS

RELEVANT INCOME LEVELS UPLIFTED

The satisfaction score is

61.2 out of 100

OFFSETTING PROPOSAL

The satisfaction score is

62.8 out of 100

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