



August 2021

Mercer MPF Satisfaction Index

Monthly index covering over 2,400 respondents annually

Conducted by Nielsen Hong Kong

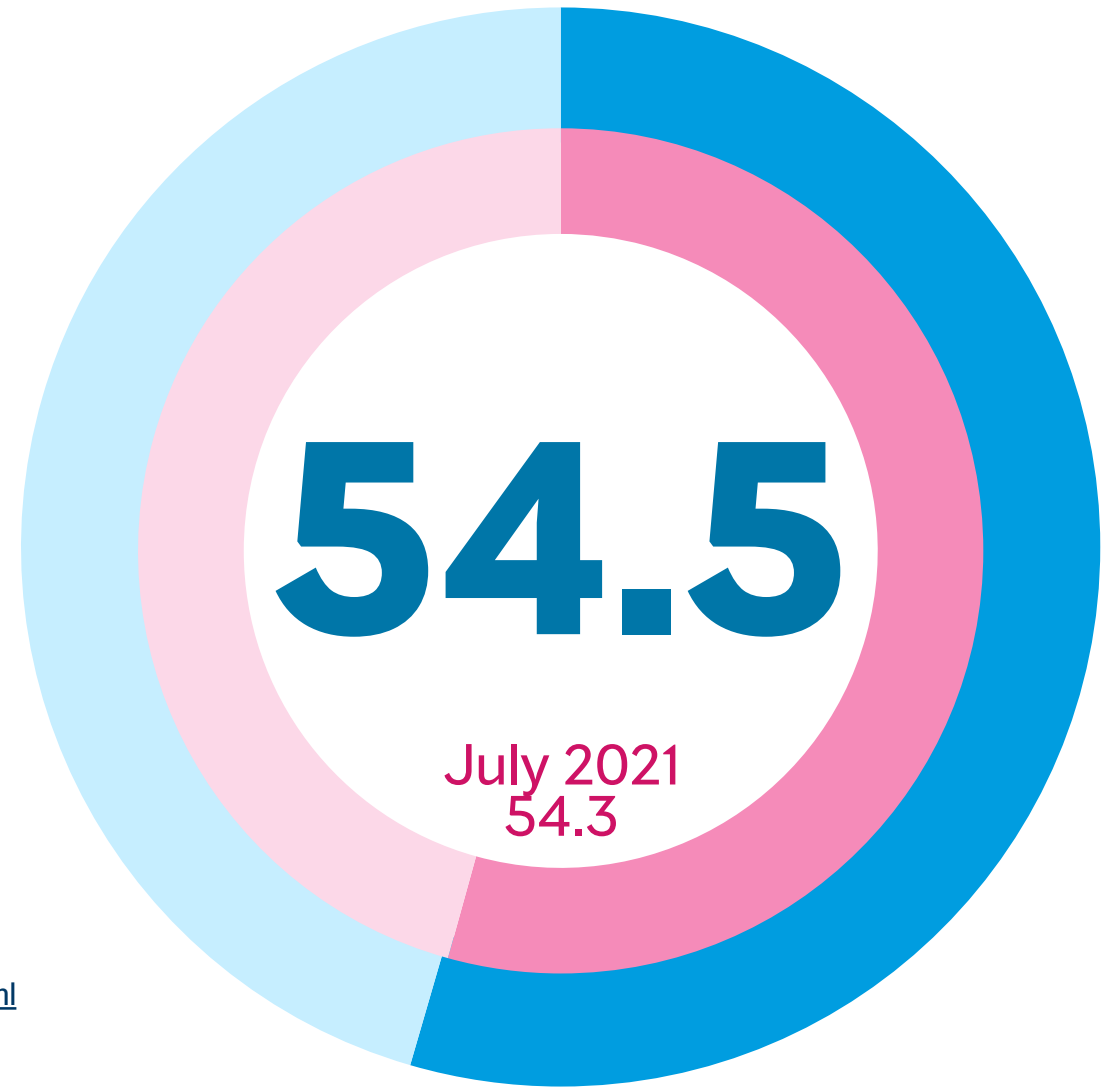
Also available online at:

<https://www.mercer.com.hk/our-thinking/wealth/mpf-satisfaction-index.html>



31 August 2021

A business of Marsh McLennan



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The More Engaged, The More Satisfied

Time Horizon Until Retirement

Members who are closer to retirement age are less satisfied.



Members who are age 55 or above



Members who are below age 55

Knowledge Level

Members who have better knowledge on MPF feel more satisfied.



Members who believe they have good knowledge on MPF



Members who believe they do not have good knowledge on MPF

Advice Seeking

Members who seek advice on MPF feel more satisfied.



Members who seek advice on MPF



Members who do not seek advice on MPF

Understanding of risk and return

Members who understand the risk and return of MPF investment are more satisfied.



Members who understand risk and return



Members who do not understand risk and return

Top three expectations from MPF members in August 2021

Apart from good performance and low fees

1. Provide comprehensive fund choices : 38.3%
2. Clear MPF benefit statement : 35.8%
3. Loyalty discount: 34.8%



Questions?

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In the past 12 months, where have people sought help?

We find it is more common for members to seek advice from personal connections, followed by MPF agents.

- Personal connections — family, friends and colleagues: 45.8%
- Websites — MPFA, MPF providers and other financial websites: 35.3%
- No advice sought: 26.9%
- MPF agents — individuals or financial institutions: 25.9%

Note: The figures above do not add up to 100%, as individuals can seek advice from multiple sources.

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