



December 2021

Mercer MPF Satisfaction Index

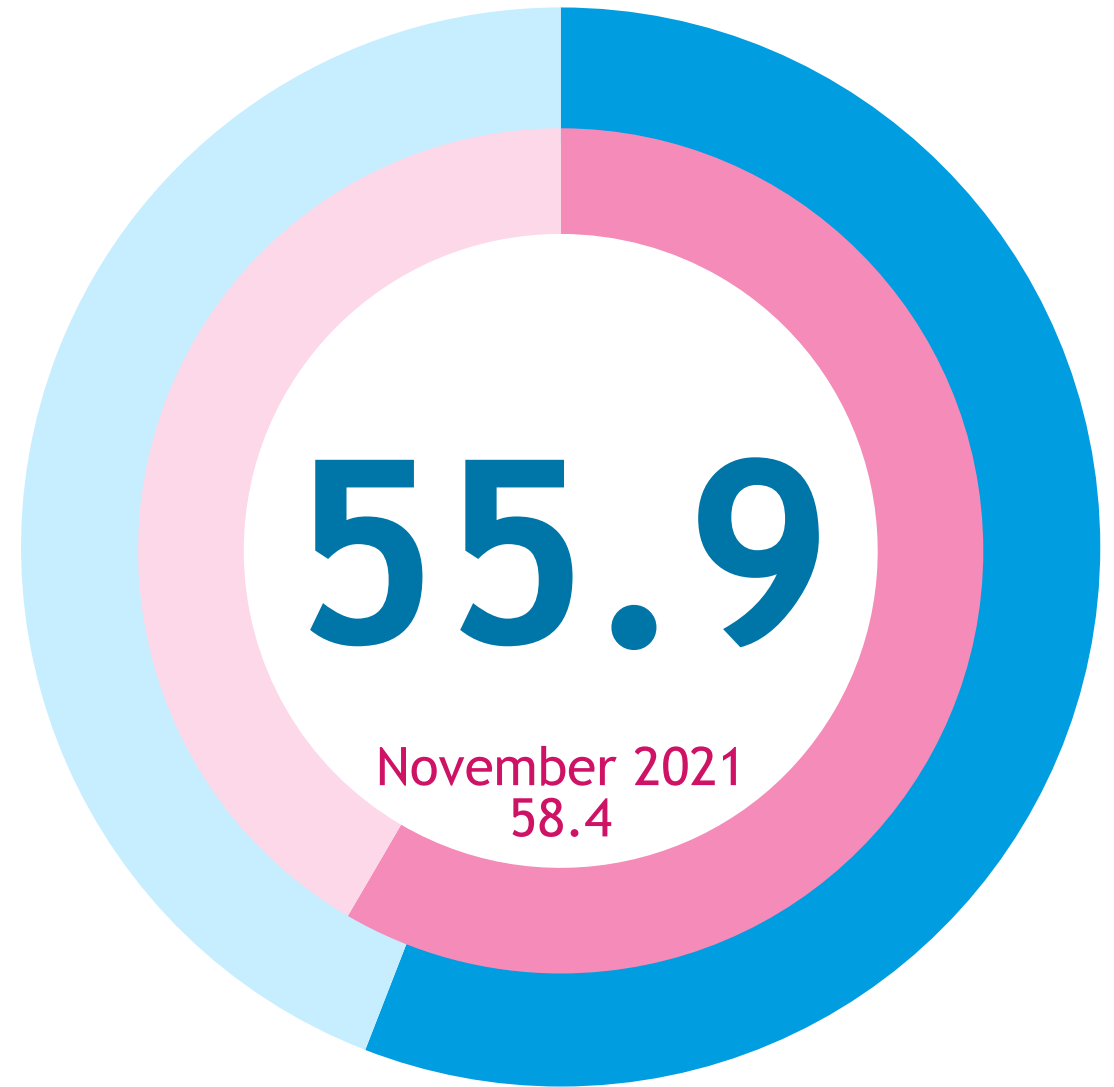
Monthly index covering over 2,400 respondents annually
Conducted by Nielsen Hong Kong

Also available online at:

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

31 December 2021

A business of Marsh McLennan



The More Engaged, The More Satisfied

Time Horizon Until Retirement

Members who are closer to retirement age are more satisfied.



Knowledge Level

Members who have better knowledge on MPF feel more satisfied.



Advice Seeking

Members who seek advice on MPF feel more satisfied.



Understanding of risk and return

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



Top three expectations from MPF members in December 2021

Apart from good performance and low fees

1. Provide comprehensive fund choices : 42.1%
2. Clear MPF benefit statement: 36.1%
3. Understand customers' needs: 33.2%



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: 47.5%
- Websites — MPFA, MPF providers and other financial websites: 31.2%
- MPF agents — individuals or financial institutions: 27.7%
- No advice sought: 24.8%

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

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