



September 2023

Mercer MPF Satisfaction Index

Monthly index covering over 2,400 respondents annually

Conducted by Nielsen Hong Kong

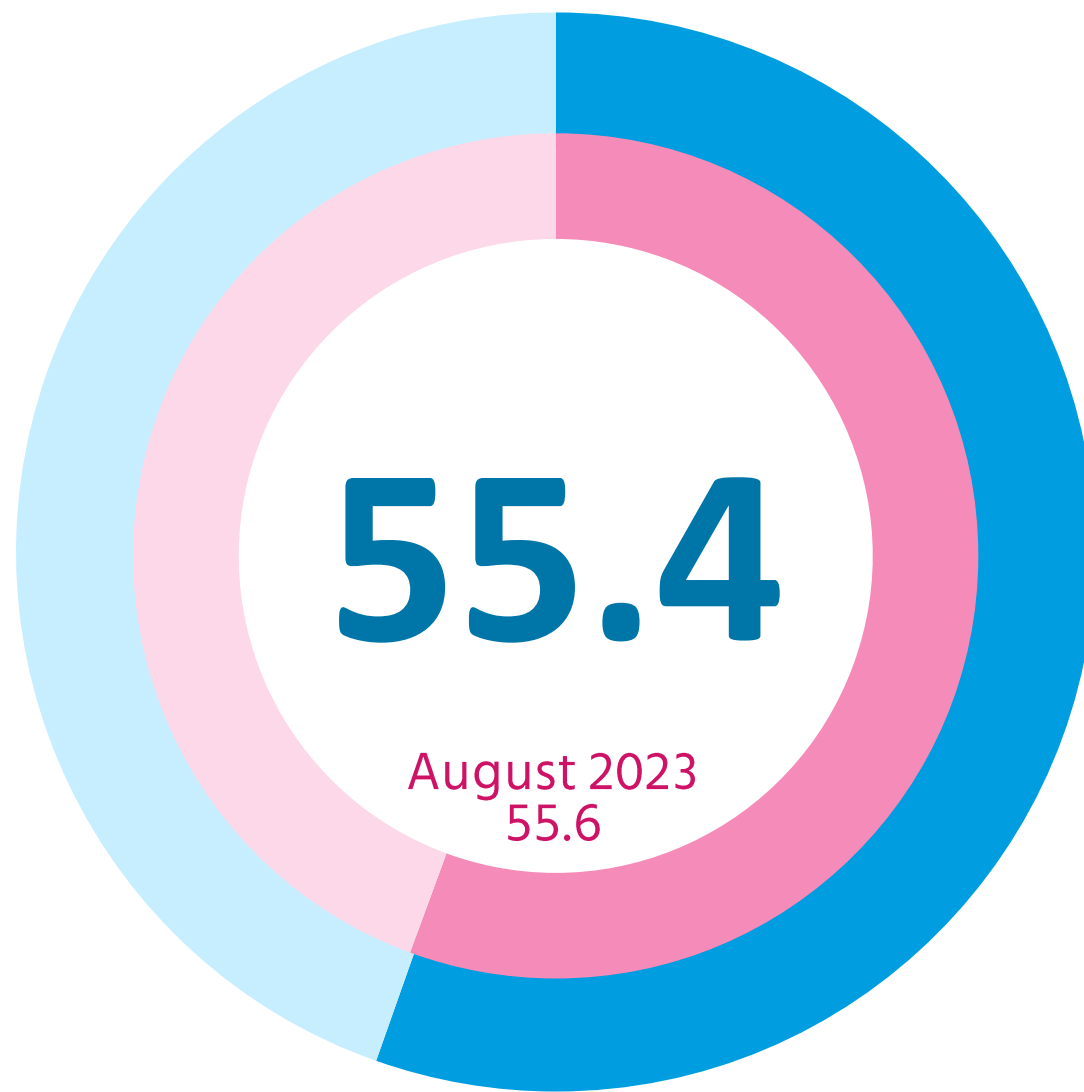
Also available online at:

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



30 September 2023

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 September 2023

Apart from good performance and low fees

1. Loyalty discount: 34.5%
 2. Clear MPF benefit statement: 33.5%
 3. Comprehensive fund choices: 29.5%
- Clear and easy to understand fund information: 29.5%
- Understand customers' needs: 29.5%



Questions?

Freddie Cheng

T: + 852 3476 3794

E: freddie.cheng@mercer.com

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: 46.5%
- Websites — MPFA, MPF providers and other financial websites: 33.0%
- MPF agents — individuals or financial institutions: 29.5%
- No advice sought: 27.5%

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

Important notices

References to Mercer shall be construed to include Mercer LLC and/or its associated companies.

© 2023 Mercer LLC. All rights reserved.

This contains confidential and proprietary information of Mercer and is intended for the exclusive use of the parties to whom it was provided by Mercer. Its contents may not be modified, sold or otherwise provided, in whole or in part, to any other person or entity, without Mercer's prior written permission.

Mercer does not provide tax or legal advice. You should contact your tax advisor, accountant and/or attorney before making any decisions with tax or legal implications.

The contents contained herein are for information and reference purposes only. Mercer does not make any representation or warranty regarding the accuracy, completeness and truthfulness of the information and statements contained herein. Mercer disclaims all liability arising from any reliance on the contents herein and any loss or damages arising therefrom or in connection therewith.

The findings, ratings and/or opinions expressed herein, if any, are the intellectual property of Mercer and are subject to change without notice.

Mercer (Hong Kong) Limited is registered with the MPFA as a principal intermediary.