



Jan 2025

Mercer MPF Satisfaction Index

Monthly index covering over 2,400 respondents annually

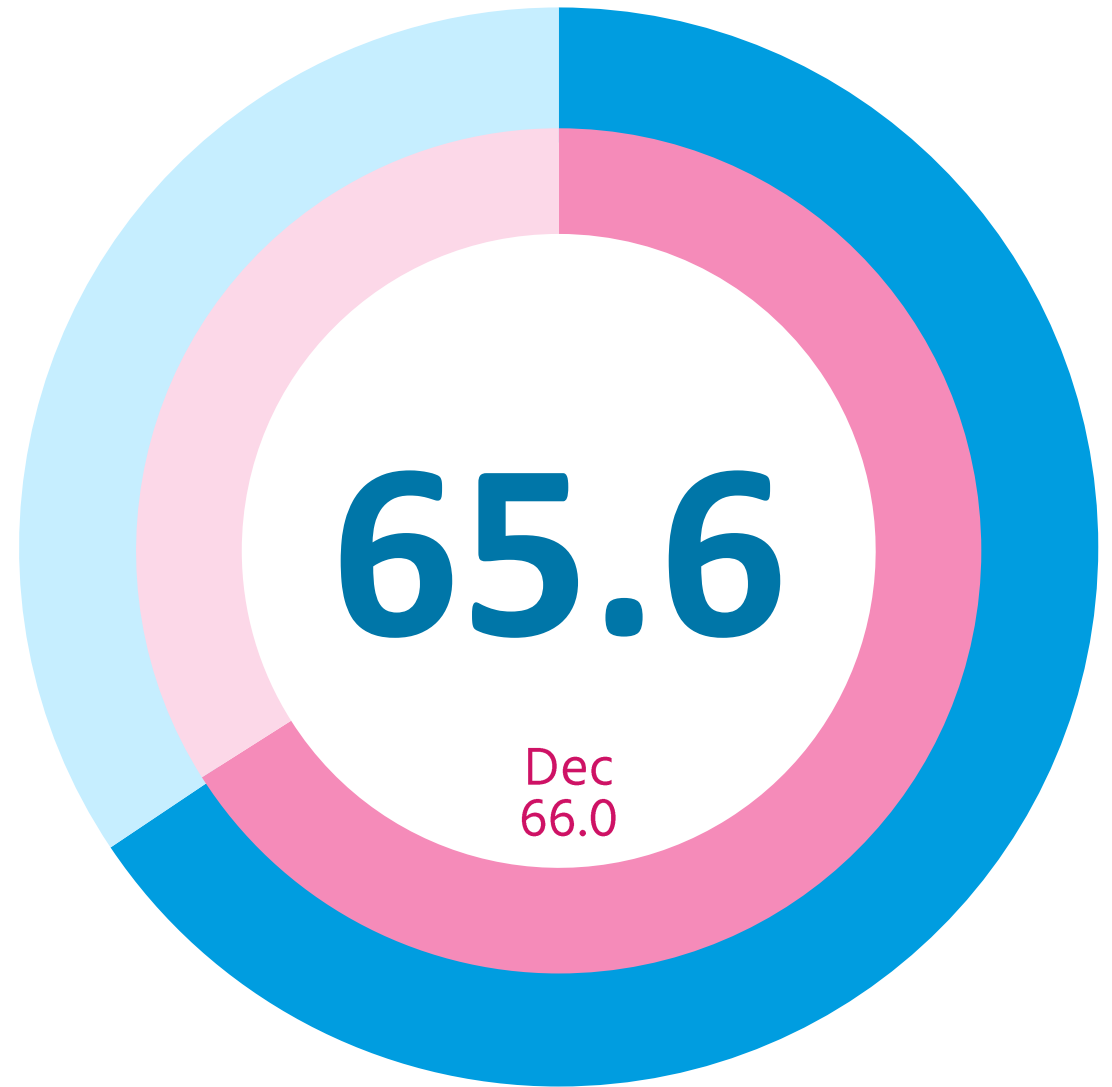


Also available online at:

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

31 January 2025

A business of Marsh McLennan



The More Engaged, The More Satisfied

Time Horizon Until Retirement

Members who are closer to retirement retirement tend to be 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 January 2025

Apart from good performance and low fees

1. Comprehensive fund choice: 47.5%
2. Understand customers' needs: 35.0%
3. Clear MPF benefit statement and Strong after-sales service / follow-up: 33.0%



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 Website.

- Personal connections — family, friends and colleagues: 44.5%
- Websites — MPFA, MPF providers and other financial websites: 43.5%
- MPF agents — individuals or financial institutions: 32.0%
- No advice sought: 27.5%

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

