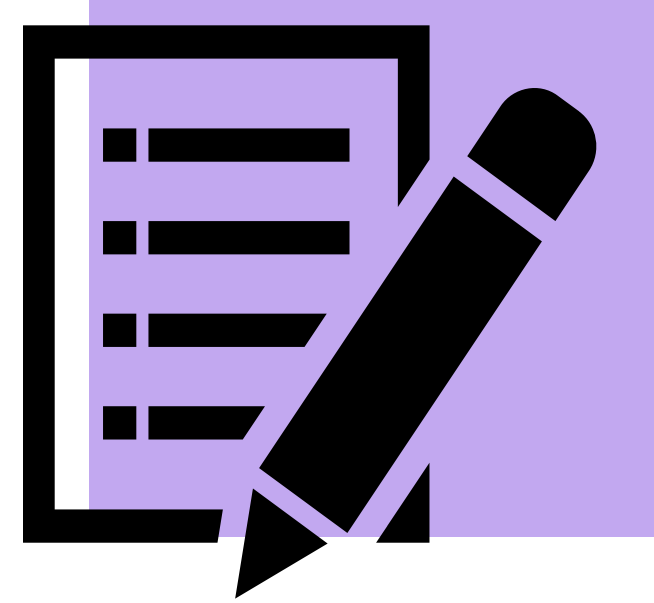


3 key findings from 2022 WTW MPF Service Satisfaction Survey

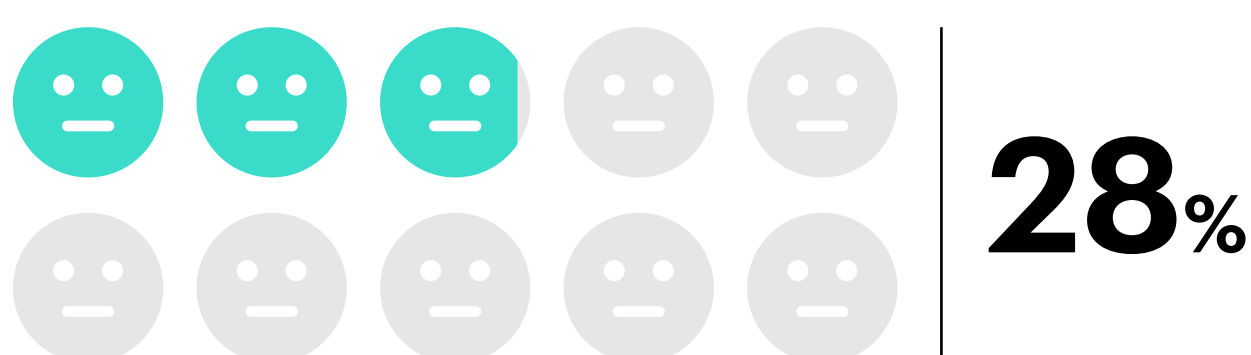


65% of employers are satisfied with the services they receive

Satisfactory



Neutral



Unsatisfactory



Key areas to enhance satisfaction

01 Dedicated relationship manager

02 Shorter processing time

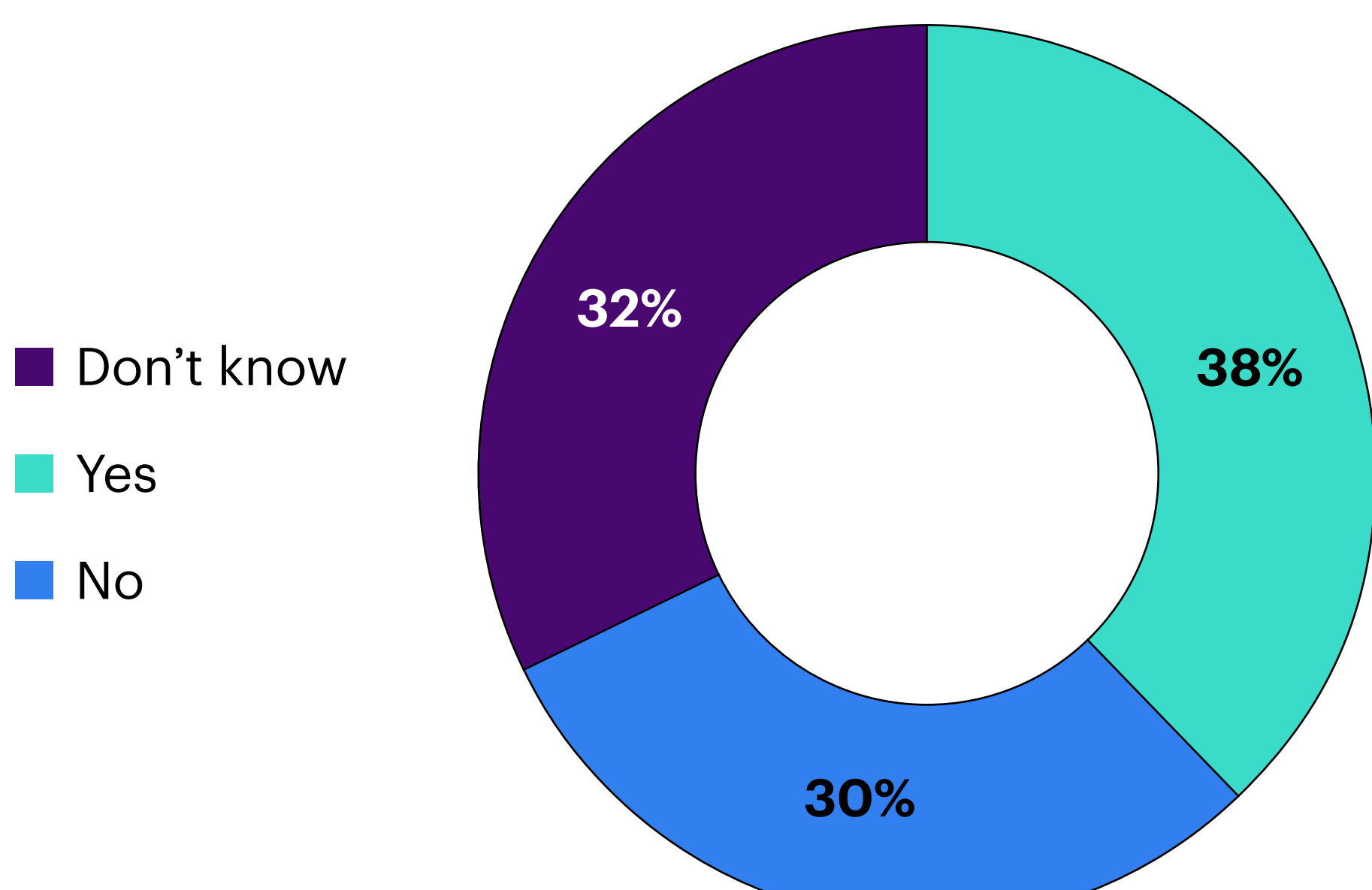
03 e-channel for data submission

04 e-channel for employee enrolment

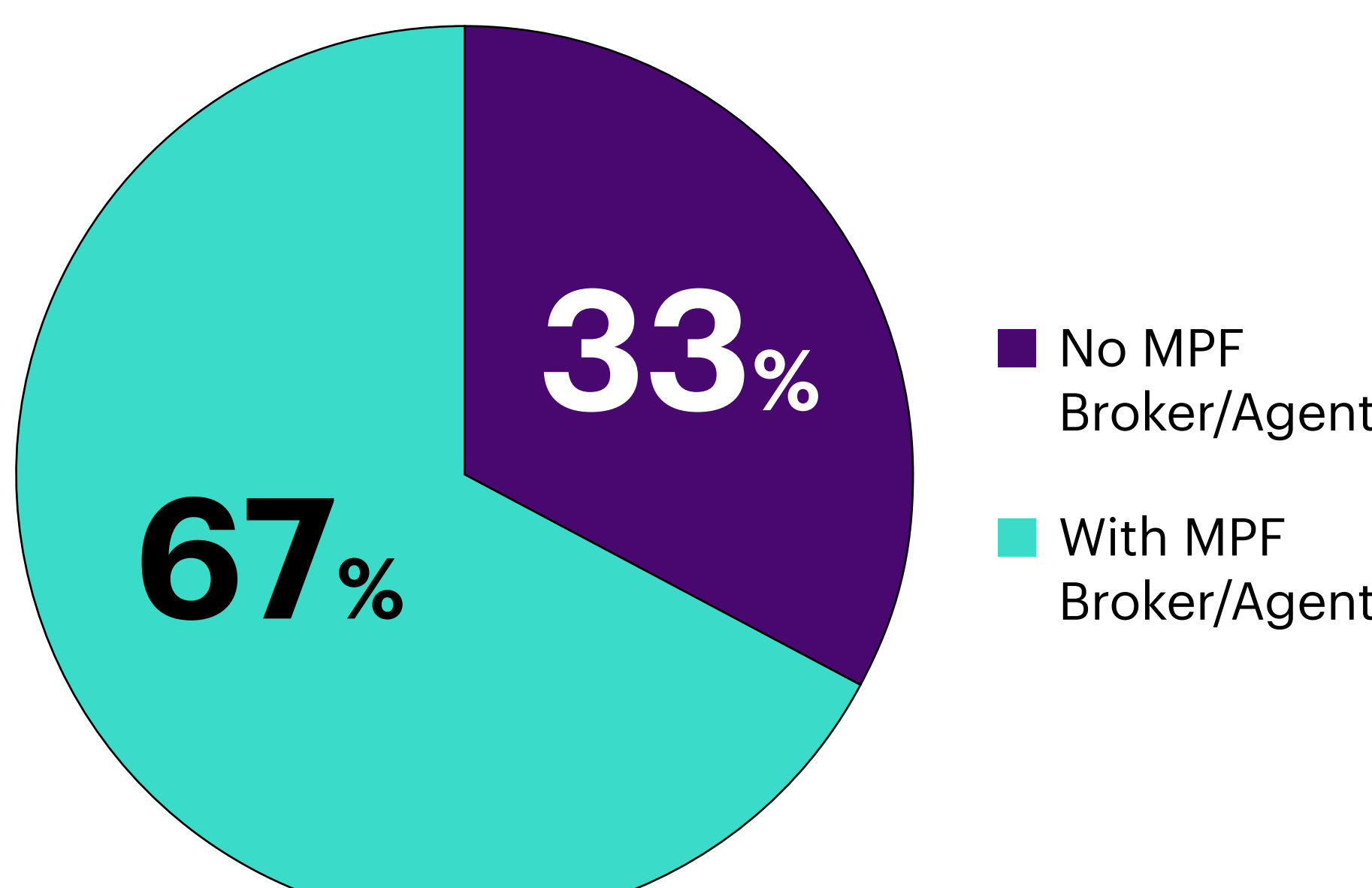
There is a significant gap in the services that employers expect versus what they actually get

	% of employers expect to have	% of employers actually get
Dedicated Hotline	43%	85%
Employee Seminars	46%	70%
Onsite Helpdesk	9%	44%

38% of employers have secured fee rebates for their employees, while 62% have not or are unaware of the terms employees receive



MPF brokers help employers to manage the MPF schemes



WTW, as your MPF broker, provides impartial market insights and offers various services for employers:

Fee rebate negotiations

Hotline for enquiries

Market and regulatory updates

Member education/ Financial wellbeing

Investment performance reports

...and many other services

Actions that organisations can take

1 Review your MPF service provider regularly. Ensure its performance and services are up to standard. WTW can assist with conducting an objective review.

2 Pay attention to updates from your MPF service provider. Understanding the latest service development and fee offering are key to managing your MPF scheme.

3 Consider appointing an MPF broker. An MPF Broker offers various services to help you manage your company's MPF scheme. Reach out to us anytime to learn more about our brokerage services.