

Key findings from 2024 WTW MPF Service Satisfaction Survey



72% of employers are satisfied with the services they receive

Satisfactory



72%

Neutral



20%

Unsatisfactory


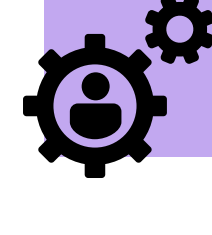
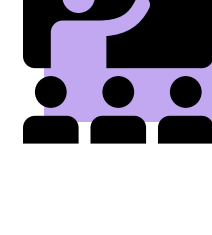
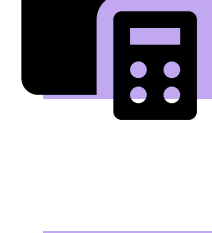



8%

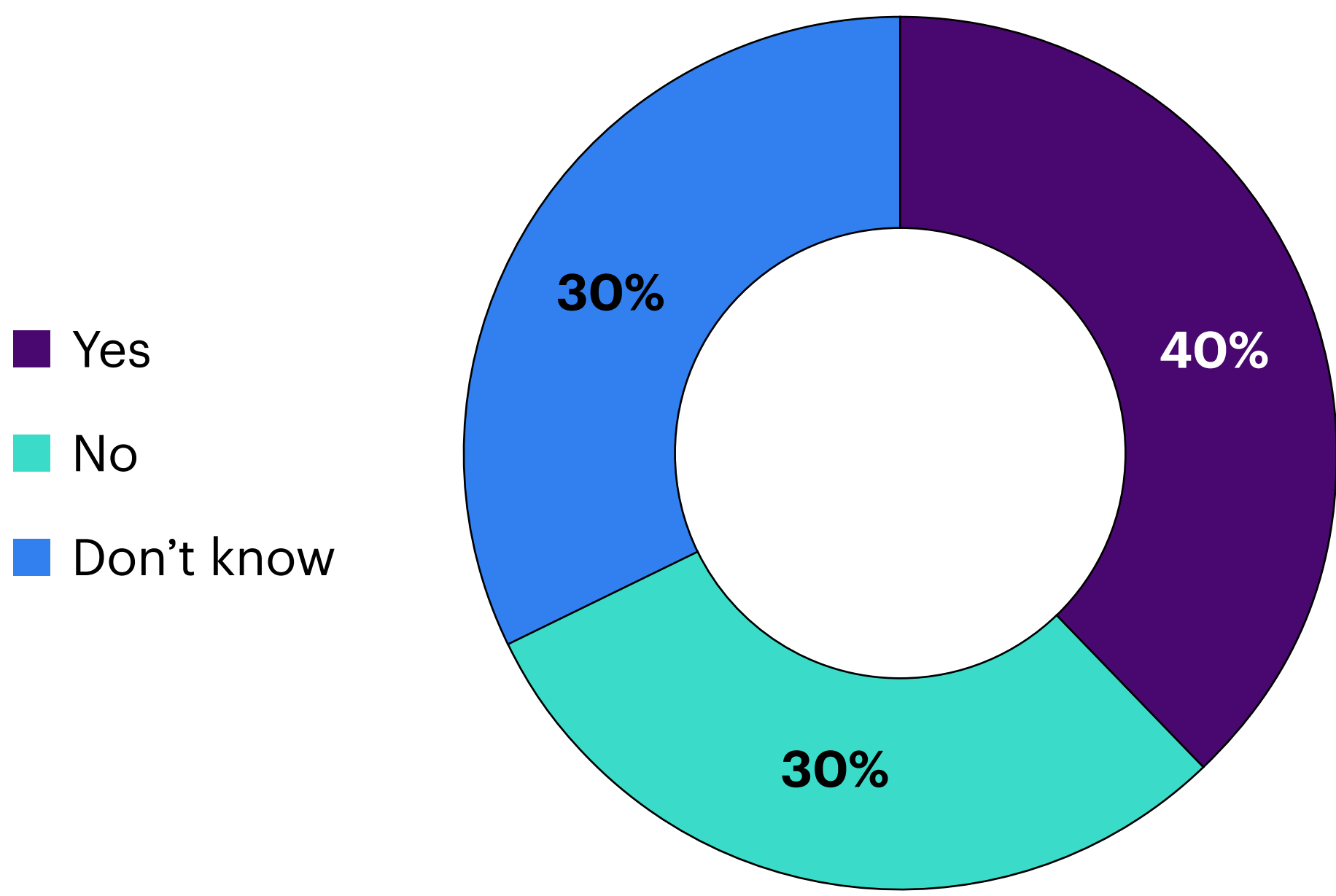
Key areas to enhance satisfaction

- 01** Dedicated relationship manager
- 02** e-channel for data submission
- 03** e-channel for employee enrolment
- 04** Shorter processing time

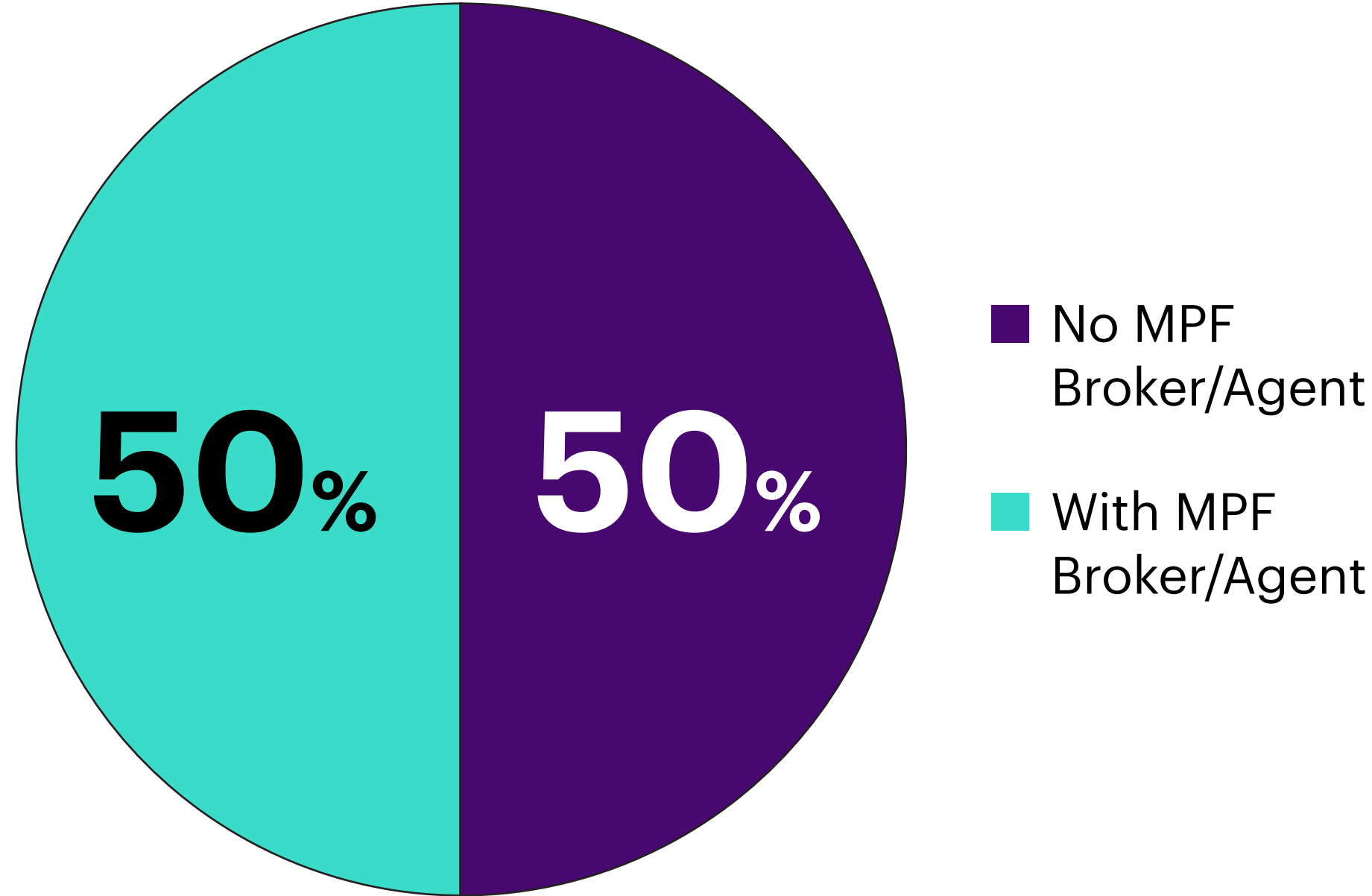
Employers are expecting support for increasing their readiness for eMPF transition

-  **01** - First time registration and account activation
-  **02** - Access rights control
-  **03** - Assistance on new member enrolments
-  **04** - Contributions and payment arrangement
-  **05** - On-site technical support

40% of employers have secured fee rebates for their employees, while 60% have not or are unaware of the terms employees receive



A substantial number of employers appoint broker or agent for managing their MPF scheme



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.**
With the implementation of eMPF, employers should get familiar with the upcoming changes and adopt electronic processes where possible.
- 3** **Consider appointing an MPF broker.**
An MPF Broker offers various services to help you manage your company's MPF scheme and prepare for transitioning to the eMPF platform. Reach out to us anytime to learn more about our brokerage services.