



## 公眾對強積金「半自由行」之意見調查 2013

【香港，2013 年 8 月 28 日】— 駿隆集團公佈公眾對強積金「半自由行」之意見調查 2013 調查結果。駿隆集團繼 2012 年 6 月後，再次委託香港大學民意研究計劃（港大民研）進行是次調查。有關調查方法採納去年相類的基礎上獨立進行，於 2013 年 7 月 11 日至 23 日期間成功電話訪問了 1,015 名 18 歲至 64 歲，正參加強積金供款計劃的香港居民，有效回應比率為 80.1%（抽樣誤差少於 1.6%）。調查的主要目的為瞭解在實施超過半年後，香港市民對強積金「半自由行」計劃的認知及行為等相關意見。結果顯示，成員對強積金計劃的信心持續偏低，以十分為滿分計算，平均分由 2012 年「半自由行」實施之前的 3.7 分降至 2013 年 7 月的 3.3 分。

對強積金作為退休保障信心仍然偏低 強積金計劃作為退休保障的信心整體平均評分持續偏低及較去年還低，「零信心」的負面回應率由之前的 14% 遞增至 22%，綜觀整體信心評分亦有明顯下降情況，4 分或以下評分由去年五成六遞增至六成一。

駿隆集團行政總裁蕭美鳳表示：『強制性公積金計劃由 2000 年推行至今，駿隆一直關注強積金的整體表現及滿意程度，是次調查其中一項主要目的是要評估「半自由行」對強積金作為退休保障信心的影響；遺憾的是，「半自由行」的推行無助於提高成員對強積金的信心，我們看到一般信心較去年調查普遍下降。這樣的顯著下降情況實屬令人失望，我們認為這主要是由於「半自由行」推行前收費結構的負面討論和成員於轉移期間所遇到的困難所引致。』

強積金「半自由行」資產轉移個案維持於 3% 低水平 2012 年的調查顯示 11% 的受訪者表示極有可能會以「半自由行」方式轉移強積金資產。成員對有關「怕麻煩」和「缺乏相關知識」的清晰回應解釋了計劃推行以來轉移率偏低的主要原因，未有轉移強積金資產的受訪者當中，32% 是因為「怕麻煩」，17% 表示「缺乏相關知識」，6% 表示「無時間打理」和 4% 表示「太多選擇，不知如何選擇」而未有轉移資產。駿隆認為，一個兼備轉移流程和全面信息的電子平台可以為「半自由行」推行成功提供一個截然不同的效果，這與調查末段成員的期望不謀而合。

強積金計劃成員仍無法明確區分「半自由行」與其他強積金帳戶的轉移 12% 的受訪者表示，他們已經將現職帳戶供款於去年 11 月強積金「半自由行」實施後成功轉移。這結果與 3% 「半自由行」實際轉移數字不符，我們相信受訪者混淆了「半自由行」與其他強積金帳戶的轉移分別，例如因轉換工作或僱主轉換強積金服務提供者所作的個人帳戶轉移。

超過 90% 的受訪者不知道他們所支付的強積金收費。2012 年的調查結果顯示，收費是「半自由行」轉移決定的主要考慮因素之一，是次調查顯示絕大部份成員缺乏對強積金收費認識，這個情況肯定會推遲成員對「半自由行」的轉移決定。近 50% 的受訪者表示不覺得強積金收費已有下調，這個誤解將進一步阻礙「半自由行」的成功推行。

公眾普遍認為強積金收費偏高，然而當積金局於 2007 年首次公佈強積金的基金開支比率 (FER) 時，市場平均比率是 2.12%。2009 年關於「半自由行」的強制性公積金計劃 (修訂) 條例草案刊憲後，已經下調至 1.92%，2013 年 7 月底再進一步下調至 1.71%。除此之外，我們預期還有其他因素將會影響 FER 下降到一個較低的水平：1. 更多的資產將流入較低收費的基金，如指數追蹤基金 (Index Tracking Fund) 等；2. 服務提供者會將大型機構現時享有的單位回贈納入於 FER 的計算之內；及 3. 新推出的較低收費基金將陸續逐超過 2 年年期而需要將收費歸納於 FER 計算範圍之內。

駿隆蕭美鳳表示：『我們相信「半自由行」所引發的競爭環境將進一步影響強積金的收費，我們預期強積金收費的下調將會繼續。業界需推出更多相關公眾教育，提高公眾知識水平和提供更多簡化「半自由行」及其它強積金帳戶的轉移流程。』

強積金成員期待電子轉移平台和更充份的資訊支援。調查結果顯示受訪者對「半自由行」轉移過程之困難及不便有相當保留，這個情況反映受訪者對簡化轉移流程和更充份的資訊支援產生更高訴求。44% 受訪者認為轉換強積金資產的網上交易平台是最重要的服務。其他所有受訪者都有提出關於資訊支援的訴求，例如：電子資訊平台、獨立的顧問服務及或強積金信息熱線等等，累計佔 104%，即平均每一個受訪者有多過一個以上的訴求。

駿隆個人業務總監曾祥文先生表示：『駿隆早在 2008 年預見強積金基金資訊需求日益增加，適時推出綜合的強積金計劃基金比較平台 [www.MYMPF.com.hk](http://www.MYMPF.com.hk)，得到客戶極大歡迎，我們隨後亦看到很多類似的平台陸續出現。我們很榮幸在今天有機會給大家介紹一個方便的強積金輕觸式屏幕顧問小工具 – **MPF EASY**。它能夠協助強積金計劃成員了解自己的需求和風險承受能力，及可以即時獲取最新基金表現和收費的資料，更可同時建立最適合自己的基金組合。』他進一步指出：『MPF EASY 可以給予客戶適時和專業的意見，保留適當紀錄，並協助他們在繁忙的生活中，有系統及有效地管理強積金。』

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## 關於駿隆

駿隆集團憑藉超過30年的退休金管理經驗，為香港獨立及專業的強積金顧問機構。作為市場領先的強積金專家，我們致力為客戶提供專業的分析、詳細的市場知識和清晰明確的意見。駿隆對推動香港強積金行業的健康發展，不遺餘力；我們為企業客戶和其僱員成立的人力資源交流小組和強積金俱樂部，協助市場為香港強積金推行作好準備；歷年來舉辦數百場研討會和工作坊，向機構及其僱員提供有關積極管理強積金計劃的知識。除了以中立客觀分析協助客戶挑選合適的服務供應商和計劃外，我們更將服務平台延至網上，讓客戶及其僱員自由管理強積金戶口更自如。

## 傳媒查詢

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附註：

- (一) 駿隆集團有限公司及其附屬公司，包括駿隆強積金顧問有限公司、駿隆財務策劃顧問有限公司及駿隆專業保險顧問有限公司。
- (二) 資料來源：香港大學民意研究計劃，強積金計劃管理局，駿隆強積金顧問有限公司，駿隆財務策劃顧問有限公司，公眾對強積金「半自由行」之意見調查 2012。

本文件載有與我們相關的若干前瞻性陳述，有關陳述乃基於管理層所信及管理層於本文件刊發當日所作的假設及現有資料而作出。因其性質使然，該等前瞻性陳述涉及重大風險及不明朗因素。本文件所用與我們或管理層有關的「會」、「計劃」、「應該」等詞語及類似字眼，旨在作出前瞻性陳述。閣下於依賴涉及已知及未知風險及不明朗因素的任何前瞻性陳述時務須審慎。本文件所論述的前瞻性事件及狀況不一定會按我們預期的方式發生或根本不會發生。



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## Media Release

### **General Public Opinion Survey on MPF Employee Choice Arrangement 2013**

**Hong Kong, 28 August 2013** – **Gain Miles Group** is pleased to announce the findings of the General Public Opinion Survey on MPF Employee Choice Arrangement (MPF ECA). Gain Miles has again commissioned the Public Opinion Programme of the University of Hong Kong to conduct the survey following on the similar survey conducted in June 2012. . The survey was conducted from July 11<sup>th</sup> to 23<sup>rd</sup> of 2013 and there were a total of 1,015 successful telephone interviews with 80.1% response rate and margin of error less than 1.6%. Members aged 18 or above with MPF account(s) were interviewed by phone. The main objectives of the survey were to understand the knowledge and behaviours of the MPF members after MPF ECA has been implemented for 6 months. The findings shown that confidence level of MPF continued to be lower than the satisfactory level and have been moving down to the average of 3.3 out of the 10 points scale compared to 3.7 last year before ECA was implemented.

**Confidence level of MPF as a retirement protection remained to be low.** The confidence level of MPF as a retirement protection has been stayed low and was lower than last year. Responds to “**zero confident**” out of the 10 points scales have been increased to 22% compared to 14% of the previous survey. There were obvious trends showing various confidence levels have been moving down the scales generally; 61% of responds rated the confidence level to be 4 and below compared to 56% last year.

“Gain Miles has monitored the MPF overall performance and satisfactory level ever since it was launched in the year 2000. One of our main objectives of this survey is to review the impact of ECA on the satisfactory level of MPF; unfortunately, ECA implementation did not help to improve satisfaction; we saw general reduction in confidence among various levels when comparing to the last year results. It is disappointing to see such a significant drop on confidence; we believed that it was mainly caused by the negative fee structure discussion and the difficulties in transfer.” said Gloria Siu; Chief Executive of Gain Miles Group

**Actual transfer of ECA has been remained low at around 3%.** 11% respondents in the 2012 survey have shown keen intention to transfer through ECA. The low transfer was explained by the loud and clear voice of “hassle in transfer” and “lack of knowledge”; 32% of people not transfer mentioned that the transfer process was “too hassling”; 17% said “lack of knowledge”; 6% said “no time” and 4% “did not know how to choose”. Gain Miles believes a good assisted e-transfer process and easy information platform can make a big difference to improve the ECA success; this has matched with the wish list of the respondents shown in the later part of the survey result findings.

**MPF members are still not able to differentiate clearly between ECA vs the other MPF accounts transfer.** 12% of the respondents have indicated they have transferred their contributing accounts to another MPF scheme after the launch of the ECA in November last year. This was not consistent with the actual results of 3% ECA transfer. They have confused the ECA transfer with the other MPF accounts transfer such as personal account transfer due to change of job or employer changing providers.

**Over 90% of the respondents did not know the MPF fees they are paying.** 2012 survey results have shown that Fees and Charges was one the main consideration factors for ECA decision. The current survey results show overwhelming lack of knowledge on fees; this situation definitely will defer the ECA decision of the members. Close to 50% of the respondents indicated that MPF fees have not been reduced will further dampen the ECA success.

There were general perceptions among the public that MPF fees and charges were high. Nevertheless, when MPFA first published Fund Expenses Ratio (FER) in 2007; it was 2.12%; it has been moving downward to 1.92% in 2009 during the time when ECA MPFSO (Amendment) Bill was gazetted and further reduced to 1.71% by the end of July 2013; apart from these facts, we were expecting there were several other factors pushing FER to a lower level such as: i) more assets would go into those low fee funds (e.g. Index Tracking Fund); ii) providers will try to make bonus units enjoying by some large organisations to be reflected in the FER calculation; iii) more new funds with lower charges would gradually getting over the 2 years period; and would require to be included in the FER calculation.

“We believed the competitive environment created by ECA will impact the fees and charges more, we forecasted MPF fees will continue to go down. The industry needs to work more on educating the public to enhance their level of knowledge and support an easier ECA and other MPF accounts switching processes” said Gloria Siu.

**MPF members want e-transfer processes and better assistant in getting information.** The survey results have shown concerns of the hassles in ECA transfer, respondents were eager to responds to suggestions for easier transfer process and information support. 44% of the respondents requested for e-transfer platform as the top important services for ECA and other transfers. All respondents have requests for either e-information; assistant by independent advisor and or hotline to get unbiased information on MPF funds; this accounts for over 104% of the accumulated requested; i.e. some respondents have requested for more than one.

“Gain Miles was one of the first to launch of well received the comprehensive fund comparison platform [www.MYMPF.com.hk](http://www.MYMPF.com.hk) in 2008 foreseeing the increasing demand on fund information and we saw many similar platforms have followed. We are proud today to introduce a handy MPF touch screen advisor gadget - **MPF EASY**. It helps MPF members to understand their own needs and risk appetite simultaneously, viewing timely performances and fees of all funds and form their suitable fund portfolio” said Stanley Tsang, Head of Gain Miles Individual Business. He further stated that “MPF EASY can provide timely and professional advice to our customers, helping them to manage MPF systematically and effectively with proper records, fitting in their busy daily life”.

### **About Gain Miles**

Over 30 years' experience in the pensions industry, Gain Miles is one of Hong Kong's most trusted independent MPF advisors. As a market-leading MPF specialist, we aim to deliver professional analysis, in-depth market knowledge and centered-around advice. Gain Miles has been committed to MPF healthy development in Hong Kong, by forming HR Task Group and MPF Club to employers and employees, we helped to prepare the Hong Kong market for the launch of MPF since December 2000 – organizing hundreds of seminars and workshops to educate organization and their staff on the active management of Mandatory Provident Fund schemes. In addition to the independent advisory assisting our clients in choosing the right service providers and schemes, our effort has extended to online services aimed to facilitate our clients and their staff to self-manage their MPF account with ease.

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### NOTE:

- i. Gain Miles Group refers to Gain Miles Group Limited and its subsidiaries, including Gain Miles Assurance Consultants Limited, Gain Miles MPF Consultants Limited and Gain Miles Financial Planning Consultants Limited.
- ii. Source: The Public Opinion Programme (POP) at the University of Hong Kong, The Mandatory Provident Fund Scheme Authority, Gain Miles MPF Consultants Limited and Gain Miles Financial Planning Consultants Limited

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