

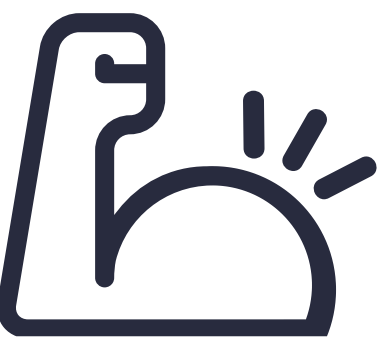
Manulife Asia Care Survey 2020
Understanding customer concerns and aspirations during COVID-19



The big picture
Looking ahead

32%
have more than 6 months' savings on hand

Healthier, fitter customers in Malaysia



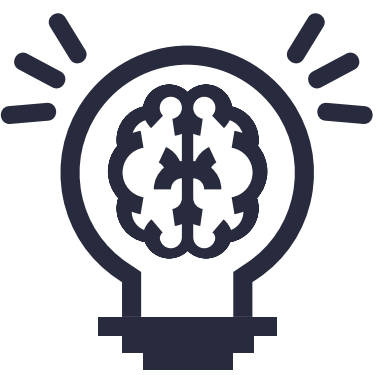
Since the outbreak of COVID-19

49%

Percentage find ways to be more physically healthy

In the next 18 months

→ 37%



32%

Percentage keep track of their mental well-being

→ 21%

Pandemic accelerates digital trends



Since the outbreak of COVID-19

76%

Percentage use online services (e.g. payment, shopping, food delivery)

In the next 18 months

→ 47%



66%

Percentage rely more on social media for news

→ 46%

Greater appetite for insurance

Existing policyholders in Malaysia planning to buy *new* insurance

Life

23%



Health

21%



Critical Illness

21%



Hospitalisation

26%



Based on the Manulife Asia Care Survey of 2,400 insurance customers across eight markets in Asia. The survey was conducted in late May 2020, covering Mainland China, Hong Kong, Indonesia, Japan, Malaysia, Philippines, Singapore and Vietnam. This infographic highlights the sentiments of 300 respondents in Malaysia.