

Manulife Asia Care Survey 2020

Understanding customer concerns and aspirations during COVID-19



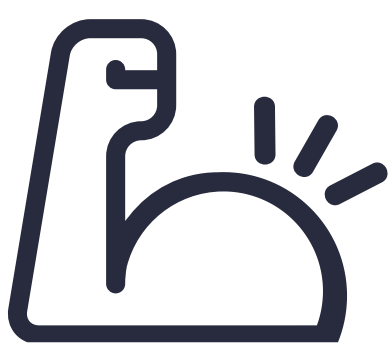
The big picture

Looking ahead

32%

have more than 6 months' savings on hand

Healthier, fitter customers in Malaysia



Since the outbreak of COVID-19

49%



In the next 18 months

37%

Percentage find ways to be more physically healthy



32%



21%

Percentage keep track of their mental well-being

Pandemic accelerates digital trends



Since the outbreak of COVID-19

76%



In the next 18 months

47%

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



66%



46%

Percentage rely more on social media for news

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.