

Manulife Asia Care Survey 2020

Understanding customer concerns and aspirations during COVID-19

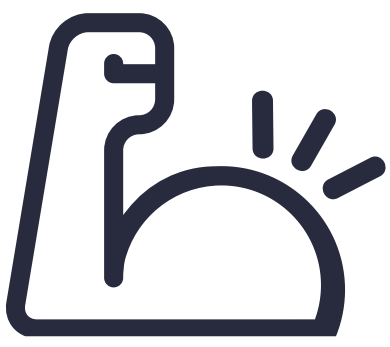


The big picture

Looking ahead

29%
have more than 6 months' savings on hand

Healthier, fitter customers in the Philippines



Since the outbreak of COVID-19

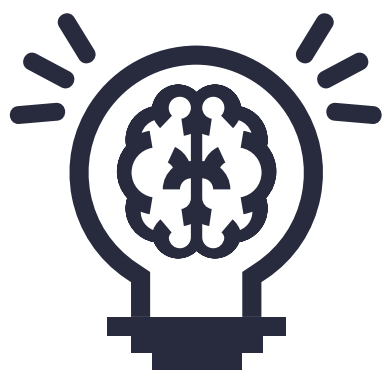
64%



In the next 18 months

52%

Percentage find ways to be more physically healthy



27%



20%

Percentage keep track of their mental well-being

Pandemic accelerates digital trends



Since the outbreak of COVID-19

79%



In the next 18 months

59%

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



63%



45%

Percentage rely more on social media for news

Greater appetite for insurance

Existing policyholders in the Philippines planning to buy *new* insurance

Life

33%



Health

29%



Critical Illness

27%



Hospitalisation

31%



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 the Philippines.