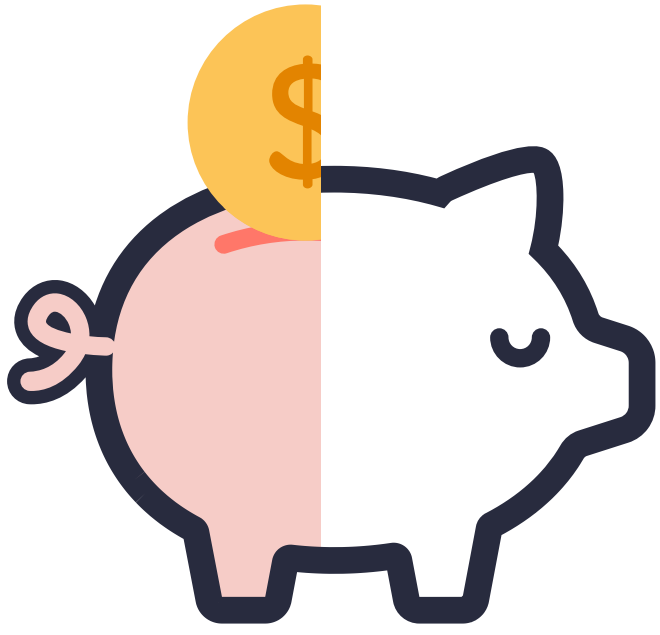


### Manulife Asia Care Survey 2020

Understanding customer concerns and aspirations during COVID-19



## The big picture

Looking ahead

**50%**

have more than 6 months' savings on hand

## Healthier, fitter customers in Indonesia



Since the outbreak of COVID-19

**62%**



In the next 18 months

**50%**

Percentage find ways to be more physically healthy



**37%**



**28%**

Percentage keep track of their mental well-being

## Pandemic accelerates digital trends



Since the outbreak of COVID-19

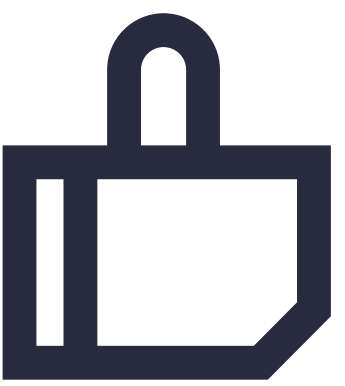
**71%**



In the next 18 months

**49%**

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



**69%**



**49%**

Percentage rely more on social media for news

## Greater appetite for insurance

Existing policyholders in Indonesia planning to buy *new* insurance

Life

**30%**



Health

**30%**



Critical Illness

**34%**



Hospitalisation

**29%**



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 Indonesia.