

# Mercer Super Trust Changes to your super

Your account is moving to Mercer Business Super

Around 20 March 2026 your Mercer SmartSuper Plan account will be closed, and your account balance will be transferred to Mercer Business Super.

**Throughout this notice, we refer to the following:**

**Your new account:** Mercer Business Super

**Your current account:** Mercer SmartSuper Plan

For more information about your new account, please read this *Changes to your super* notice together with the Mercer Business Super Product Disclosure Statement (PDS), including the Insurance booklet 4, at [www.mercersuper.com.au/pds](http://www.mercersuper.com.au/pds).

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## Stay up-to-date with the transition and what it means for you

Our information hub is the place to go for help and guidance. It includes the most up to date information, answers to commonly asked questions, and access to important documents and useful tools.

Visit the hub today at [mercersuper.com.au/newaccount](https://mercersuper.com.au/newaccount)

# Critical actions

## 1 Let your employer know about the changes

There are a few important things you need to do so you and your employer can continue adding contributions to your account.

The details your employer needs to know are:

**Plan Name:** Mercer Business Super

**USI:** 19 905 422 981 708

**IMPORTANT:**

**Do not use these details before 31 March 2026.**

**If you're receiving employer contributions to your current account:**

You'll need to let your employer know your new account details. This is because any employer contributions sent to your current account after Monday 9 March 2026 may be returned to your employer and delay contributions being paid to your account.

**If you're not receiving employer contributions to your current account:**

If you would like your employer to start contributing to your new account after **31 March 2026**, you will need to complete a choice of fund form, including your new account details.

**We can contact your employer for you**

We can contact your employer to let them know about the changes on your behalf. All you need to do is return to the email or letter we sent you and follow the "email my employer" link. You'll be asked to provide an email address for your employer's payroll or human resources team, and we'll do the rest.

If you can't find the notice we sent, you can [log in](#) to your account. You'll find it under "recent communications" or give us a call for help.

## 2 Cancel BPAY® payments

If you have automatic BPAY® payments set up, please cancel them **before Monday 16 March 2026** to avoid delays.

Any contributions received using your current BPAY® details after Monday 16 March 2026 will be returned. Please note, refunds can take up to six weeks to process.

**Your new BPAY® details are coming**

After the transfer is complete, we'll send you your new BPAY® biller code and reference number. Use these details to make future contributions and continue to grow your super.

## 3 Bookmark the information hub

Visit the information hub for up-to-date information, access to important documents, and answers to frequently asked questions for members and employers. The hub will be regularly updated so it might be worth bookmarking.

[mercersuper.com.au/newaccount](https://mercersuper.com.au/newaccount)

# Things you need to know

## What's changing?

### The main changes include:

- New account number
- New member number<sup>1</sup>
- New super plan
- New BPAY® details
- New Unique Superannuation Identifier (USI)
- Cost of insurance cover
- Insurance terms and conditions

## What stays the same?

### There will be no changes to your:

- Administration and investment fees and costs
- Investment options<sup>2</sup>
- Beneficiary nominations
- Powers of Attorney
- Online account and log in details
- Access to Mercer Super services and online tools, including help and advice at no additional cost

# We're making changes to your Mercer SmartSuper Plan account

As part of Mercer Super's ongoing commitment to make your super easier to manage, we're moving plans within Mercer Super to a single, modern administration platform. This will make it easier to find key product information and deliver better outcomes over the long term.

## What's happening

Around Friday 20 March 2026 (the Transfer Date), your Mercer SmartSuper Plan account will be closed, and your account details, benefits and assets will be transferred to the Retained<sup>3</sup> category of Mercer Business Super.

You will have new account details, but most of your account information will remain unchanged, including your investment options, and any beneficiary nominations you have made. The balance held in your investment option(s) will be automatically transferred to your new account and will remain invested throughout the transition period.

Changes to your insurance cover and costs are explained on page 9.

Your super will remain with Mercer Super and you will continue to benefit from our history of positive performance.<sup>††</sup> Importantly, you won't incur any direct costs because of this transfer.

## Service interruption

To ensure all your current account details, benefits and assets are transferred correctly and securely, some transactions will be unavailable from **4pm (AEDT) Wednesday 18 March 2026 to 9am (AEDT) Tuesday 31 March 2026**.

Access to your online account will also be unavailable during this time. Please see the section *Service interruption (Limited Service Period)* on page 5 for more details.

1 If we identify that you have multiple Mercer Super accounts, we will link your new Mercer Business Super account with your existing account(s), under the one member number.

2 If you have a negative balance in any option, we will rebalance your account to remove that negative balance. Your overall account balance will not change.

3 A Retained member is a former Corporate member who has left employment of a Participating Employer (and the Employer has advised us of this change) and has been transferred to the Retained category of the Mercer Business Super (Retained category).

## Important dates to keep in mind

- **Wednesday 11 March 2026, 5pm (AEDT):** This is the last day to submit forms for rollovers, withdrawals, or updating your details in your current account.
- **Monday 16 March 2026:** You will need to cancel recurring BPAY® payments before this date. Any payments received after this date will be returned.
- **Wednesday 18 March 2026, 4pm (AEDT):** Online access to your current account will stop. If you want to make any changes or download statements, please do this before 18 March 2026.
- **4pm (AEDT) Wednesday 18 March 2026 to 9am (AEDT) Tuesday 31 March 2026:** There will be a period when some services are limited.
- **Friday 20 March 2026:** Your account will transfer to Mercer Business Super around 20 March 2026.
- **Tuesday 31 March 2026, 9am (AEDT):** You will have full access to your new Mercer Business Super account.
- **April 2026:** We will write to you with your new account details and provide access to your Transfer Statement.

You can find more details about the key dates and actions on page 6 of this notice. Visit the [information hub](#) regularly for any changes to these dates.

## Service interruption (Limited Service Period)

To ensure all your current account details, benefits and assets are transferred correctly and securely, some transactions will be unavailable from **4pm (AEDT) Wednesday 18 March 2026 to 9am (AEDT) Tuesday 31 March 2026**. Access to your online account will also be unavailable during this time. This is called the 'Limited Service Period' (LSP).

Your account balance will remain invested during this time, but there are some transaction requests and changes we won't be able to process. During the LSP you won't be able to make a withdrawal unless you are eligible for early release of your super due to:

- financial hardship
- compassionate grounds
- terminal illness

**There will generally be no impact to requests that are already in progress. Insurance claims and complaint resolution processes will continue as normal during the LSP. However, final payment may not be made until after the LSP ends.**

## Information, help and advice

### Visit the information hub

You can find more information about the transfer, including answers to frequently asked questions and access to important documents and useful tools at the [information hub](#).

### Call the helpline

If you have any questions, call us on **1800 682 525** from 8am to 7pm (AEST/AEDT) Monday to Friday. If you're calling from outside Australia, call +61 3 8306 0900.

### Book an advice appointment

As a Mercer Super member, you have access to limited financial advice about your new account, including your insurance, at no extra cost. To find out more visit: [mercersuper.com.au/advice](https://mercersuper.com.au/advice)



Advice appointments with a Mercer Financial Adviser will not be available during the LSP, **4pm (AEDT) Wednesday 18 March 2026 to 9am (AEDT) Tuesday 31 March 2026**. Once the transfer is complete, you can contact the helpline to schedule an appointment with an adviser. We appreciate your understanding and look forward to assisting you.

# Important dates & actions

Key Dates	Important Information
<b>Wednesday 11 March 2026 5pm (AEDT)</b>	<p>If you want to complete any of the following actions with your current account, we will need to receive <b>completed forms</b> by this time.</p> <ul style="list-style-type: none"> <li>• Rollovers in</li> <li>• Rollovers out</li> <li>• Withdrawals</li> <li>• Notice of Intent to claim a Personal Tax Deduction</li> <li>• Switching investment options*</li> <li>• Updating your personal details</li> <li>• Contribution Splitting</li> <li>• Insurance changes</li> </ul> <p>Forms received after this date will generally be placed on hold. Processing will start again when the LSP ends (on or around 31 Mar 2026).</p> <p><small>*Requests to switch investment options received after 11 March cannot be processed in your new Mercer Business Super account. A new request will need to be submitted using your new account details. We will notify you if a new request is required.</small></p>
<b>Wednesday 11 March 2026 7pm (AEDT)</b>	<p>If you want to complete the following action with your current account, requests via the ATO or your <a href="#">online account</a> will need to be made before this time.</p> <ul style="list-style-type: none"> <li>• Rollovers in*</li> </ul> <p><small>*Rollover in requests received after 11 March cannot be processed in your new Mercer Business Super account. A new request will need to be submitted using your new account details. You will be notified by us if a new request is required.</small></p>
<b>Monday 16 March 2026</b>	<p><b>Cancel recurring BPAY® arrangements:</b> If you have a recurring BPAY® arrangement for your current account, you will need to cancel this arrangement before this date. Any payments received after this date will be rejected.</p>
<b>Wednesday 18 March 2026 4pm (AEDT)</b>	<p>You will not have access to your online account from 4pm (AEDT) on Wednesday 18 March 2026.</p> <p>If you wish to complete any of the following actions with your current account, requests via your <a href="#">online account</a> will need to be made before this time.</p> <ul style="list-style-type: none"> <li>• Switching investment options*</li> <li>• Updating your personal details</li> <li>• Cancelling your insurance cover</li> </ul> <p><small>*Requests for your current account to switch investment options received after this date cannot be processed in your new Mercer Business Super account. A new request will need to be submitted using your new account details. We will notify you if a new request is required.</small></p> <p><b>Download prior statements:</b> The last two years of annual statements will be available in your online account under your new Mercer Business Super account number.</p> <p>If you require copies of past statements or other communications beyond this period, or transaction records for your current account, you should save or print these records from your online account before 18 March 2026.</p>

Key Dates	Important Information
<b>4pm (AEDT) Wednesday 18 March 2026 to 9am (AEDT) Tuesday 31 March 2026</b>	<p><b>Service interruption (Limited Service Period)</b></p> <p>Any requests received after Wednesday 18 March 2026, 4pm (AEDT) may be rejected or processed in your new Mercer Business Super account from Tuesday 31 March 2026. Please consider processing times from your bank, employer or other super fund(s). We anticipate that normal processing will resume from 31 March 2026.</p> <p>Advice appointments with a Mercer Financial Adviser will not be available during this period. These dates may change, so please check the <a href="#">information hub</a> for any updates.</p>
<b>Friday 20 March 2026</b>	<p>Your account will transfer from Mercer SmartSuper Plan to Mercer Business Super around this date. The USI for your current account will be closed on or around this date, and no further contributions can be accepted using this USI.</p>
<b>Tuesday 31 March 2026 9am (AEDT)</b>	<p>You will have full access to your new Mercer Business Super account.</p>
<b>April 2026</b>	<p>We will write to you with your new account information, including your new account number, member number, USI, and BPAY® details. Your Transfer Statement will be available by signing into your online account.</p> <p><b>Re-establish recurring BPAY® arrangements:</b> Recurring BPAY® arrangements can be re-established for your new account using the new BPAY® details.</p>

Visit the [information hub](#) regularly for any changes to these dates.





# Other things to consider

## Third-Party Authority (TPA) arrangements

A TPA refers to a formal agreement whereby you authorise a trusted person or entity to act on your account on your behalf, such as a Power of Attorney or an Adviser.

### What will happen

- All Powers of Attorney and Guardianship arrangements will remain in place and will continue to apply to your new account.
- All other TPA arrangements made from April 2024 onwards will also remain in place with existing terms maintained.
- TPA arrangements made before April 2024 (whether or not they have an expiry) will no longer apply in the new account.

You can establish a new TPA arrangement in your current account prior to 11 March 2026 or in your new account after the LSP ends by providing us with a signed TPA form. The form is available via your online account or at [mercersuper.com.au/documents](https://mercersuper.com.au/documents).

## Financial Adviser fee arrangements

Existing Financial Adviser fee arrangements will be maintained in your new account.

## Multiple Mercer Super accounts

If we identify that you have multiple Mercer Super accounts, we will link them together under a single Member Number. The personal and communication details associated with your existing Member Number will generally apply across your linked Mercer Super accounts. You can see an example of how this works at the [information hub](#).

### What you should do

**Review the personal and contact details for all Mercer Super accounts you may hold. If any details are out of date, update them via your online account before 4pm (AEDT), 18 March 2026.**

Visit the [information hub](#) for more information about the different ways you can update your personal and contact details, including your tax file number (TFN).

If you need help, please call us on **1800 682 525** from 8am to 7pm (AEST/AEDT) Monday to Friday. If you're calling from outside Australia, call +61 3 8306 0900.

## Current account balances not greater than zero

If your current account balance has not been greater than zero, or zero for 12 months or more, on or around 20 March 2026, your current account will not be transferred to Mercer Business Super and will be closed.

## Fee Deductions

In your new account, fees will be deducted in proportion to your current investment strategy (excluding any balance in Mercer Direct).

## Certified ID

If you have provided certified ID for your current account, it will not be transferred to your new account. You may be asked to provide it again after the transfer.





# Your insurance cover

You can view the details of your current insurance cover via your online account. If you hold insurance cover at the Transfer Date, you should be aware of the following changes:

## Amount of your insurance cover

There will be no change to the type and amount of insurance cover you hold. Any Death only or Death and Total and Permanent Disablement (TPD) insurance cover you hold will be transferred as a fixed dollar amount, equivalent to the dollar amount held immediately prior to the Transfer Date.

## Cost of insurance cover

Following a recent review by the Insurer, taking into consideration the fund's claims experience together with the insurance changes and benefits outlined in this notice, the cost of your insurance cover will change.

New premium rates will apply from the Transfer Date. In addition, factors such as your age, gender and/or the type of insurance cover you hold, will determine the insurance cost applicable to you.

The cost of your insurance cover will include:

- An additional 1.7%, included in the premiums paid to the Insurer, to provide you with the insurance changes and benefits (described in this notice) from the Transfer Date, and
- An Insurance Administration Service (IAS) fee of 10.76% (inclusive of GST), charged by the Insurer and paid to our administrator to meet their costs in administering aspects of Mercer Super's insurance arrangements. There is no change to the IAS fee as a result of the transfer.

Visit the [information hub](#) for examples on how to estimate your future cost of insurance cover, including the application of the charge above.

You should also refer to the tables in the *New Insurance Costs* section of this notice which show how costs differ by age. The difference in cost is shown as a percentage – a minus sign indicates a decrease.

## Insurance elections and activity

Any elections (opt-in) to start insurance cover early or to keep insurance cover (where your account is 'inactive'), will be maintained.

If your current account is becoming 'inactive' and you haven't previously elected to keep this insurance cover, we will transfer this period of inactivity to your new account. If, after the transfer, your new account has been inactive for 16 consecutive months (including the time before the transfer), we are obligated to cancel your insurance cover. However, we will notify you in advance to provide you with the opportunity to keep your insurance cover if you wish.



## Additional changes to your insurance cover

The table below describes additional insurance changes you need to be aware of.

Full terms and conditions are set out in the Mercer Business Super Insurance booklet 4.

Change	Impact in Mercer Business Super																
<b>Cover Expiry Age</b>	<p>Death and TPD insurance cover will expire on your 70th birthday.</p> <p>This change will depend on the insurance benefit design you hold, noted in the table below.</p> <table> <tr> <th rowspan="2">Cover Type</th><th colspan="2">Current Account</th><th rowspan="2">New Account</th></tr> <tr> <th>Fixed cover benefit design*</th><th>Percentage of Salary or Unit benefit design**</th></tr> <tr> <td><b>Death</b></td><td>80th birthday</td><td>67th birthday</td><td>70th birthday</td></tr> <tr> <td><b>TPD</b></td><td>75th birthday</td><td>67th birthday</td><td>70th birthday</td></tr> </table> <p>*Transition rules will apply to your new account's cover expiry age if you currently have Death only or Death and TPD insurance cover and:</p> <ul style="list-style-type: none"> <li>• you were already 70 on 1 July 2025, or</li> <li>• you turned 70 or will turn 70, between 1 July 2025 and 30 June 2026.</li> </ul> <p>If you were already 70 on 1 July 2025, your cover can continue until the earlier of:</p> <ul style="list-style-type: none"> <li>• your 80th birthday and 1 July 2030, for Death cover, or</li> <li>• your 75th birthday and 1 July 2030, for TPD cover.</li> </ul> <p>If you turned 70 or will turn 70, between 1 July 2025 and 30 June 2026 then your Death cover or Death and TPD cover will expire on 30 June 2026.</p> <p>** If you are aged between 67 and 69 and your cover has already ceased in your current account, you will not be able to apply to reinstate your Death and TPD cover in your new account.</p>			Cover Type	Current Account		New Account	Fixed cover benefit design*	Percentage of Salary or Unit benefit design**	<b>Death</b>	80th birthday	67th birthday	70th birthday	<b>TPD</b>	75th birthday	67th birthday	70th birthday
Cover Type	Current Account		New Account														
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<b>TPD</b>	75th birthday	67th birthday	70th birthday														
<b>Maximum entry age</b>	<p>The maximum entry age to apply for new or additional insurance cover is age 69.</p> <p>This change will depend on the insurance benefit design you hold, noted in the table below.</p> <table> <tr> <th rowspan="2">Cover Type</th><th colspan="2">Current Account</th><th rowspan="2">New Account</th></tr> <tr> <th>Fixed cover benefit design</th><th>Percentage of Salary or Unit benefit design</th></tr> <tr> <td><b>Death</b></td><td>80th birthday</td><td>67th birthday</td><td>69th birthday</td></tr> <tr> <td><b>TPD</b></td><td>75th birthday</td><td>67th birthday</td><td>69th birthday</td></tr> </table>			Cover Type	Current Account		New Account	Fixed cover benefit design	Percentage of Salary or Unit benefit design	<b>Death</b>	80th birthday	67th birthday	69th birthday	<b>TPD</b>	75th birthday	67th birthday	69th birthday
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<b>Adjustments in the amount of cover</b>	<p>Subject to meeting the eligibility criteria, you can apply to adjust your insurance cover in your new account at any time. A fixed dollar insurance design will also apply to any increase or decrease in cover you request.</p>																
<b>Grace Period</b>	<p>Your insurance cover will now end two calendar months from the last payment to cover the cost of your insurance cover. Previously this was one month.</p> <p>Provided there are funds in your account, we'll automatically deduct the cost of your insurance cover from your account each month.</p>																

Change	Impact in Mercer Business Super												
<b>TPD tapering scales</b>	<p>A TPD tapering scale will be applicable to your TPD insurance cover.</p> <p>Starting at age 60, your cover will reduce each year on 1 July until after age 64. From age 64 your cover will remain fixed until you reach the cover expiry age of the Plan.</p> <table> <tr> <th>Age</th><th>TPD cover reduction*</th></tr> <tr> <td>60</td><td>15%</td></tr> <tr> <td>61</td><td>30%</td></tr> <tr> <td>62</td><td>45%</td></tr> <tr> <td>63</td><td>60%</td></tr> <tr> <td>64 to expiry age</td><td>75%</td></tr> </table> <p>*The stated reduction is from the amount of cover you held immediately prior to your 60th birthday (if applicable).</p> <p>The following transition rules will apply:</p> <ul style="list-style-type: none"> <li>• If you are already over age 60 but not yet aged 65 on 1 July 2026, your cover will begin to taper from 1 July 2026 and will reduce by 15% (from the amount of cover you had before tapering began) each year.</li> <li>• If you are already age 65 and over, your cover will remain fixed until the cover expiry age.</li> </ul>	Age	TPD cover reduction*	60	15%	61	30%	62	45%	63	60%	64 to expiry age	75%
Age	TPD cover reduction*												
60	15%												
61	30%												
62	45%												
63	60%												
64 to expiry age	75%												
<b>TPD definition change</b>	<p>In your new account, the age to which we will assess TPD against your ability to work will increase to age 70. The 'Full Total and Permanent Disablement' and 'Limited Total and Permanent Disablement' definitions that currently apply according to your age will no longer apply in the new account.</p> <p>These changes mean that should you become totally and permanently disabled after age 60, your claim will no longer have some of your TPD cover amount assessed against the Full TPD definition and some of your TPD cover amount assessed against the Limited TPD definition.</p> <p>Specific medical conditions, that include loss of limbs cover, forms part of the Mercer Business Super TPD definition under 'Specified Medical Conditions' and will also apply until your 70th birthday.</p> <p>If your date of disablement is on or after your 70th birthday, your claim will be assessed against your ability to perform specific everyday tasks or whether you have a Mental Illness or Cognitive Impairment rather than your ability to perform your occupation.</p>												
<b>Voluntary Income Protection</b>	<p>You can apply for Voluntary Income Protection cover in your new account, subject to meeting eligibility criteria. You will need to provide medical and lifestyle information and have your application accepted by the Insurer.</p> <p>You may also be able to transfer any existing Income Protection cover you hold with other super fund(s) or insurance policies to your new account.</p>												

## New insurance costs

These tables show the change in the cost of insurance (based on annual premium rates for \$1,000 insured of Death and TPD cover) for selected ages. To see the new annual premium rates for every age and examples of how to calculate insurance costs, go to the [information hub](#).

From 31 March 2026, you can check the cost of your insurance cover by logging in to your account at [mercersuper.com.au/login](https://mercersuper.com.au/login) or via the Mercer Super app.

The tables below show the percentage change in the annual premium rates for \$1,000 insured of Death and TPD cover.

### Death Only

Age	Males	Females
20	-55%	-51%
25	-48%	-51%
30	-30%	8%
35	-29%	-3%
40	-27%	-23%
45	-27%	-13%
50	-24%	-7%
55	-28%	-19%
60	-42%	-25%
65	-54%	-35%

### Death and TPD

Age	Males	Females
20	-32%	-31%
25	-28%	-29%
30	-14%	20%
35	-13%	26%
40	-6%	-6%
45	-5%	12%
50	-3%	13%
55	-7%	10%
60	-25%	-3%
65	-38%	-21%

# We're here to help

You can find more information about the transfer, including answers to frequently asked questions and access to important documents and useful tools at the [information hub](#).

If you have any questions, call us on **1800 682 525**, Monday to Friday, 8am-7pm (AEDT/AEST). If you're calling from outside Australia, please call **+61 3 8306 0900**.

Your super fund,

*Mercer Super*



## Footnotes and Disclaimers

†† Mercer Super's default investment option Mercer SmartPath® has delivered on average 8.6% p.a. for the 10-year period to 31 December 2025 for one of our largest groups of members. Based on Mercer SmartPath® membership data as at 30 September 2025 and for members invested for the full period. Mercer Super Trust's analysis of Mercer SmartPath® (born 1984-1988), after investment fees and taxes.

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