

Transfer to Mercer Business Super

How to restart super contributions

31 March 2026



Welcome to Mercer Business Super

Great news – the transfer of your employer super account is now complete.

On 20 March 2026 your employer plan transferred from Mercer Super Trust – SmartSuper plan and/or Mercer SmartSuper Plan to our flagship product, Mercer Business Super.

Here's everything you need to know so you can:



Update your employees' payroll details



Notify us of any employment terminations



Restart contributions for your employees



Manage your employees' super going forward



Register new members

1. Update your employees' payroll details

Before you can restart contributions, you'll need to update your employees' super details in your payroll system so that your SuperStream file generates the correct information.

For your employer account members

We'll send you a secure link to a spreadsheet containing your employees' new superannuation details. This will be sent to you in an encrypted email from 'Employer Portal'. [Find out more](#)

The below details will need to be updated in your payroll system:

- **New account number:** your employees' new 10-digit account number
- **New USI:** 19905422981708
- **Plan name:** Mercer Business Super
- **Benefit category:** your employees' benefit categories have changed. You can find details of your new benefit categories in your secure spreadsheet – look out for an email from 'Employer Portal'
- **Fund registration date/date joined fund:** use 20 March 2026 for employees transferred to Mercer Business Super

You will also need to ensure your SuperStream file includes the mandatory information required for Mercer Business Super. We have included all mandatory information fields in your spreadsheet and prepopulated these where possible.

For 'choice of fund' employees

You'll also need to update some details for any employees who have chosen one of the following Mercer Super plans as their 'choice of fund'.

Closed USIs

These USIs have closed and members have transferred to Mercer Business Super:

- USI: 19905422981888 – Mercer SmartSuper Plan (Individual Section and Employer Section)
- USI: 19905422981999 – Mercer Super Trust – SmartSuper

Contributions to other Mercer Super USIs are not affected by the transfer.

Details to update

You can now use the below details to pay their super contributions:

- **New Plan name:** Mercer Business Super
- **New USI:** 19905422981708
- **New account number** - this is a 10-digit number

Which number do I use for my employees' account?

The important thing to remember is that the 10-digit account number is the one you need.

What if my 'choice' employee hasn't given me their new account number yet?

While the account number is recommended, it is not mandatory information so you can still submit contributions with their old account number and we can match this to your employee's account. However, if your employee has multiple accounts the contribution may not be allocated to the intended account.

To avoid this possibility, you should ask your 'choice of fund' employees with transferring Mercer Super accounts to provide you with their new 10-digit account number so you can update your payroll system and SuperStream file. Your employees can view their new account number by logging into their member portal from Tuesday 31 March 2026. It will also be included in their welcome communication in April.

2. Restart contributions for your employees

Once your payroll system and SuperStream file are updated, you can pay any contributions that were unable to be processed during the transfer period – from 10 to 31 March 2026. You can also use these details for all future contributions.



3. Register new members

You can now submit new member registration requests for any:

- Employees who joined your business during the transfer period – from 10 to 31 March 2026
- New employees as they join.

When submitting new member registration requests and contributions, please have the following information available in your SuperStream file.

Information to provide	Some useful tips
Standard member details* <ul style="list-style-type: none">• Full name• Date of birth• Postal address• Gender	Gender is now mandatory information for Mercer Business Super.
Employment start date/date joined company*	
Salary (or income) for insurance*	Refer to the Mercer Business Super Insurance Booklet 2 for the standard definition or if you have a non-standard definition this will continue.
Benefit category*	We've included a list of your available categories in your secure spreadsheet – sent to you in an email from 'Employer Portal'.
Fund registration date/date joined fund*	<ul style="list-style-type: none">• A new employee who joined before 20 March 2026 – use 20 March 2026 to ensure eligible members receive insurance• A new employee who joined on or after 20 March 2026 – use their employment start date or when they elected to join the plan.
Personal (not work) email address	<p>We ask that you provide your employee's personal email address, where possible.</p> <p>While it is not mandatory, a personal email address helps us keep members up-to-date with their super, even if they change employment.</p> <p>Where you can't provide a personal email address, please provide a work email address if possible.</p>

* Mandatory information

4. Notify us of any employment terminations

You can now notify us of any employment terminations, including:

- Employees who ceased employment with you during the transfer period – from 10 to 31 March 2026
- New employment terminations as they happen.

When you notify us of an employment termination, your employee's super account will be transferred out of your employer account into the Retained category within Mercer Business Super.

5. Manage your employees' super going forward

Your new Mercer Business Super employer account is all set up and ready to manage your employees' super going forward. If you use Mercer Employer Portal or Mercer QuickSuper, read our [Employer Top Tips](#) for a step-by-step overview to help you manage your employer account – from paying contributions to onboarding new employees.



Need help?

Thank you for your support as we work to deliver better member outcomes for your employees' super. If you have any questions about your new employer account or restarting your employees' super contributions, our Employer Support team are here to help you.



Visit our information hub at mercersuper.com.au/newaccount/employer for up-to-date information, guides, checklists and frequently asked questions.



Email our Employer Support team at employer.support@esuper.com.au



Call **1800 682 525 (select option #4)**, Monday to Friday, 8am-7pm (AEST/AEDT)

Important information

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