

Significant Event Notice

15 July 2025

This notice provides important information about a temporary disruption to services and changes that may affect your Mercer Super account within the Corporate Super Division (CSD) or Allocated Pension Division (APD) of the Mercer Super Trust. You should read this Significant Event Notice (SEN) along with the Product Disclosure Statement (PDS).

Changes to the Mercer Direct Investment option

What's changing

We want to inform you about important changes regarding the Mercer Direct Investment option (Mercer Direct). Mercer Direct is moving to a new platform with a different provider, which is expected to take place in early October 2025. This transition will result in a temporary disruption to the Mercer Direct services.

We're committed to ensuring a smooth transition and will manage the transfer to the new provider.

Stay updated with the latest information, including confirmation of the date services will resume, at our dedicated Mercer Direct webpage at mercersuper.com.au/mercerdirect which will be regularly updated over the coming weeks.

Key dates	
1	15 July: Significant Event Notice This notice outlines the potential impact on you of migrating to a new direct investments' platform. It is important you consider any action you may wish to take regarding Mercer Direct as soon as possible and before the final trading day as some transactions can take time to execute.
2	5 September: Final trading day All unexecuted transactions will be cancelled after 4pm on Friday 5 September (AEST). From 5pm you will have view-only access to the Mercer Direct platform. Cancelled transactions will need to be resubmitted in early October.
3	12 September: You will lose all access The Mercer Direct platform will be inaccessible from 5pm on Friday 12 September and prior information will not be available. Please download and save any transaction details and reports before this date.
4	Early October: Launch of new platform You will have full access to your Mercer Direct investments through the new platform.

How this impacts you

After **Friday 5 September 2025** you will be unable to transact through the Mercer Direct platform.

Viewing access to reports and other information via the Mercer Direct platform will remain available until 5pm on Friday 12 September 2025 (AEST). After that date, you will **not** have access to the Mercer Direct platform until it is available in early October 2025.

Your Mercer Direct balance will remain invested in the market throughout this transition period, but you won't be able to transact or view up-to-date valuations of your Mercer Direct investments.



You won't have access to real-time valuations in the transition period. When you log into Member Online, you'll see a snapshot of the value of your Mercer Direct investments up to 10 September 2025. This will be updated when the transition is complete.

Any investment earnings such as dividends and interest will continue to accrue. If you have Mercer Direct investments on 12 September 2025, these will be transferred in-specie to the new platform provider. An 'in-specie' transfer means we won't sell your investments to facilitate the transfer, so you won't need to pay capital gains tax (CGT).

We will provide a one-off payment of \$50 into your account in October 2025 to offset the member portfolio administration fee.



During this time, you won't be able to:

- Access the Mercer Direct platform.
- Transact on Mercer Direct investments - no buying and selling of shares and exchange traded funds (ETFs).
- Transfer money into Mercer Direct.
- Transfer money from Mercer Direct into your standard investment option.
- Transfer money from Mercer Direct to start an income stream account.

We understand there may be exceptional circumstances where you might need to access your funds. While access will be restricted, there are limited situations such as financial hardship, compassionate grounds or a death benefit claim where urgent access may be considered.

If you believe this may apply to you, please contact our Helpline to discuss your options.

What do you need to do before 5 September 2025

Consider your investments

It may take time to sell down any securities and transfer your funds back into your non-Mercer Direct investment options. Please keep this in mind if you are thinking of reducing or closing your Mercer Direct investment.

In certain circumstances, delays in processing transaction occurs. You should keep this in mind and act as early as possible if you want to make any changes to your Mercer Direct investments.

What about my non-Mercer Direct investments

You'll still be able to update your account details and view or switch your non-Mercer Direct investments on Member Online.

Transition impacts

Availability of information and current functionality will be impacted.

Feature	Impact
Mercer Direct balance	This will not be updated during the transition period. Member Online will show the value of your Mercer Direct investment up to Wednesday 10 September 2025. Your balance will be updated when the new platform becomes available in early October.*
Dividends and Distributions received	Any income you receive from your Mercer Direct investments during the transition period will be paid into your Mercer Direct account after the transfer is complete. This includes dividends, distributions and interest payments.
Transactions in progress as at 5 September 2025	Any unexecuted transactions in the Mercer Direct platform, that have not settled by 4pm, Friday 5 September 2025 (AEST) will be cancelled. These transactions will have to be resubmitted. You can do this in the Mercer Direct platform once the new platform becomes available in early October. If you are impacted by this, we will write to you separately with further information.
Term deposits maturing after 5 September 2025	<p>Any term deposits due to mature after 5 September 2025 will be terminated early as they can't be transferred.</p> <p>If you're impacted, break fees will apply and we will compensate you for the cost of the break fees and lost interest. We will write to you separately with further information if this applies to you.</p> <p>You'll be able to invest in term deposits in Mercer Direct after the transfer to the new platform is complete, subject to the terms and conditions of the term deposit providers.</p>
Securities that can't be transferred	Delisted securities can't be transferred to the new platform. If you are impacted by this, we will write to you separately with further information.
Company options and corporate actions	<p>If you have any outstanding corporate actions or company options you wish to participate in, you should ensure you do so as soon as possible.</p> <p>We will write to you separately with further information on what will happen with outstanding actions closer to the transition date.</p>
Tax adjustments	Tax adjustments will continue to be applied.

* Your Mercer Direct balance will change due to market movements, income received (such as dividends and distributions) and tax adjustments that occur during the transition period.

We're here to help

We understand you may have questions or need assistance during this transition. Please call us on **1800 682 525**, **press 2 and then option 4 which will fast-track you to a Mercer Direct investment Helpline consultant**, Monday to Friday, 8am-7pm (AEST/AEDT). If you're calling from outside Australia, please call **+61 3 8306 0900**.

Remember to stay updated with the latest information by visiting our dedicated Mercer Direct webpage at **mercersuper.com.au/mercerdirect**.

Your super fund,

Mercer Super

The details in this notice are correct as at 8 July 2025.

This Significant Event Notice informs you of important changes to the Mercer Super Trust. Please read the information contained in this notice with your Product Disclosure Statement (PDS), together with any other member materials you have received since joining the Mercer Super Trust.

Issued by Mercer Superannuation (Australia) Limited (MSAL) ABN 79 004 717 533, Australian Financial Services Licence # 235906, the trustee of the Mercer Super Trust ABN 19 905 422 981 ('Mercer Super').

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