

# Significant Event Notice

Dated 6 October 2025

This notice provides important information about the Mercer Direct investment option services and changes. You should read this Significant Event Notice (SEN) along with the Product Disclosure Statement (PDS).

## Mercer Direct is back

### What's changing

We're writing to let you know the Mercer Direct investment option is back online and you can now log into your account on the new platform with provider FNZ (Australia) Pty Limited (**FNZ**).

You can access Mercer Direct by logging into your Member Online account. You no longer need a separate password for Mercer Direct.

The new platform will look a bit different, but it's designed to be easier and more intuitive to use. When you log in, you can take a guided tour to help you get familiar with the new layout. You can also use this tour anytime while you're online.

For more information about our new provider and the Mercer Direct investment option, visit [www.mercersuper.com.au/mercerdirect](http://www.mercersuper.com.au/mercerdirect).

A summary of key changes is outlined below. You can get full details in the [Mercer Direct Member Guide](#).

### Temporary delay to cash transfers

As we restore Mercer Direct services there is a temporary delay to cash transfers between your Mercer Direct option and other investment options through your online account. This means you won't be able to move cash in or out of your Mercer Direct option. We expect to have this service back online by the end of October.

We understand there may be circumstances where you might need to access your money. While there is a temporary delay to cash transfers, services such as closing your account, rollovers out or a benefit (full or partial) payment, including financial hardship or terminal illness will be available.

Please contact our Helpline at **1800 682 525** to discuss your options.

We will keep you up to date on the resumption of these services at [www.mercersuper.com.au/mercerdirect](http://www.mercersuper.com.au/mercerdirect).

## Changes to fees and costs

The Brokerage fee, which only applies to members who buy or sell shares or Exchange Traded Funds (ETFs) through Mercer Direct, has been reduced. A brokerage fee is charged for each trade and is deducted from your transaction account when the trade occurs.

All other fees and charges remain unchanged.

Area of Change	Before	After
<b>Brokerage fee<sup>1</sup></b>	<p>The previous fee was 0.11% of the trade amount, with a minimum charge of \$22.</p> <p>For example, if you invested in Mercer Direct and purchased \$90,000 worth of shares, the brokerage fee charged and deducted from your transaction account would have been \$99 (i.e. 0.11% of \$90,000).</p>	<p>The new fee is 0.09225% of the trade amount, with a minimum charge of \$11.99.</p> <p>For example, if you invest in Mercer Direct and purchase \$90,000 worth of shares, the brokerage fee charged and deducted from your transaction account will be \$83.03 (i.e. 0.09225% of \$90,000).</p>

<sup>1</sup> All figures disclosed include the net effect of GST and any Reduced Input Tax Credits we are able to claim.

## Changes to term deposits

Area of Change	Before	After
<b>Term deposit provider</b>	The term deposits you could choose from were offered by Bank of Queensland and ANZ.	<p>You can start investing in term deposits with Bank of Queensland from mid-October 2025.</p> <p>ANZ term deposits will be available on Mercer Direct by the end of 2025.</p> <p>You need to log in to your Mercer Direct account to see the providers available, as these are subject to change.</p>
<b>The term</b>	Term deposits through Mercer Direct included terms of 30, 60, 90, 180 or 365 days.	<p>You can invest in term deposits through Mercer Direct for 90, 180 or 365 days.</p> <p>You need to log in to your Mercer Direct account to see the terms available, as this is subject to change.</p>
<b>Settlement</b>	If you placed a term deposit order by 1:30pm (AEST/AEDT), it was processed and settled in two business days.	Term deposit requests are processed once a week. If you submit a term deposit request before 11:59 PM (AEST/AEDT) on Thursday, it will generally be processed and settled on Friday.
<b>Term deposit reinvestment option</b>	Previously, you could only choose to reinvest your term deposit once it reached maturity.	You can now choose to reinvest your term deposit when you buy it or any time before it matures.

## Other changes

Area of Change	Before	After
<b>Dividend reinvestment option</b>	Not available	You can now join dividend reinvestment plans for any eligible security.  If you choose to join, your dividends will automatically buy more shares or units instead of being paid to your transaction account.  You can change this option anytime in your Mercer Direct account.
<b>Timeframe of interest earned</b>	Interest earned on your Mercer Direct cash account was paid within five business days, after the end of each month.	Interest earned on your Mercer Direct cash account will now be paid, generally, within one business day, after the end of each month.
<b>Transition to Retirement (TTR)</b>	Mercer Direct was available on the TTR investment menu.	Mercer Direct will not be available on the TTR investment menu.
<b>Company options</b>	You used to be able to exercise company options on the platform.	Because of system limitations, you can't exercise company options on the new platform.
<b>Minimum balance in other Mercer Super options</b>	Only accumulation members needed to maintain a minimum balance of \$5,000 in their other Mercer Super options.	Both accumulation and retirement members need to maintain a minimum balance of \$5,000 in their other Mercer Super options.

## We're here to help

For more information about the Mercer Direct investment option, visit [www.mercersuper.com.au/mercerdirect](http://www.mercersuper.com.au/mercerdirect).

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**.

Your super fund,

*Mercer Super*

The details in this notice are correct as at 6 October 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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