

How to make a complaint

Mercer Super



Easy English

About this guide

This guide tells you how to make a complaint should you have a problem and what we will do to help fix it.

A complaint is when:

- You are not happy with your account or our services, and
- You ask us to help you solve the problem.

We see your complaint as a chance to help and do better.

How to make a complaint

You can tell us about your complaint in 3 ways:



Call our Helpline:

1800 682 525, Monday to Friday, 8am-7pm (AEST/AEDT)



Email us:

MSALCustomer.Complaints@mercerc.com



Write to us:

Complaints Officer

Mercer Super Trust

GPO Box 4303

Melbourne VIC 3001

What we will do

When we receive your complaint, we will:

- Tell you we have received your complaint
- Try to fix the problem straight away
- Ask you for more information, if required, to help us look into the problem
- Tell you in writing how long it will take to fix the problem

How long will it take



If we cannot fix the problem straight away, we will:

- Try to fix it within 5 business days
- Tell you if we need more time
- Give you reasons why we need additional time

If we cannot fix the problem, we will:

- Tell you why
- See what else we can do to help you
- Tell you how to pass your complaint to AFCA (Australian Financial Complaints Authority)

Getting someone you trust to help you



You can ask someone you trust to make a complaint for you. They can include:

- A close family member or friend
- Your financial adviser
- Your lawyer

You will need to give us authority in writing before we can speak with your contact person.

To do this, complete and return our Third Party Authority form, which you can [download here](#).

Help in your language



If English is not your first language, we can find someone to help you in your preferred language.

- Ask our Helpline for an interpreter when you call us on: **1800 682 525**
- Helpline is open: **Monday to Friday, 8am-7pm (AEST/AEDT)**

Other support services

Accessibility support means you can get information in different ways and everyone can understand the information.



You can use the National Relay Service (NRS) for call services that help you hear or speak with us on the phone.

Find more information:

Call NRS on **1800 555 660**

Or register at: <https://www.accesshub.gov.au/about-the-nrs>

How to connect with us through NRS:

- NRS Chat users, connect to NRS then ask for **1800 682 525**.
- Teletypewriter (TTY) users, phone **133 677**, then ask for **1800 682 525**.
- Speech-to-speech relay users, phone **1300 555 727** then ask for **1800 682 525**.

If you are still not happy

If you make a complaint and are still not happy with the result, you can contact AFCA:

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Extra support

If you are experiencing financial difficulty, contact Helpline on **1800 682 525** and our team may be able to help you with other options.

If you are experiencing financial or elder abuse, domestic or family violence, talking to someone can make all the difference.

You can contact some of the free and confidential support services below:

- **Financial Counselling Australia:**
Call **1800 007 007** or visit **www.financialcounsellingaustralia.org.au** for independent and confidential services on financial hardship issues.
- **1800 RESPECT (24 hours):**
Call **1800 737 732** or visit **www.1800respect.org.au** for support if you are experiencing, or are at risk of, sexual assault, elder abuse or family and domestic violence.
- **Lifeline (24 hours):**
Call **13 11 14** or visit **www.lifeline.org.au** for support if you are going through a tough time and need to talk to someone at suicide prevention services.

Your privacy is important

Mercer (and its subsidiaries) is committed to keeping your information private. We only collect and use your personal information to identify you and to help us solve a complaint.

To learn more, please visit our webpage [Mercer Privacy Policy](#).

Issued by Mercer Superannuation (Australia) Limited ABN 79 004 717 533, Australian Financial Services Licence 235906, the trustee of the Mercer Super Trust ABN 19 905 422 981 ('Mercer Super'). Any advice provided is of a general nature and does not take into account your objectives, financial situation or needs. Before acting on this advice, please consider the Product Disclosure Statement available at mercersuper.com.au. The product Target Market Determination can be found at mercersuper.com.au/tmd.

'MERCER' is an Australian registered trademark of Mercer (Australia) Pty Ltd ABN 32 005 315 917.
Copyright ©2023 Mercer LLC. All rights reserved.