

Summary of Dispute Resolution Procedures Mercer Financial Advice (Australia) Pty Ltd

If you have submitted a complaint it will be handled by a member of the Mercer Financial Advice (Australia) Pty Ltd team. Depending on the nature of your complaint, the following procedures will apply:

- We will acknowledge your complaint as soon as practicable.
- We will review your complaint and determine what information is necessary in order to properly consider and make a decision in relation to it. This may involve requests for further information from you and from any other person that is considered relevant in relation to the complaint. We will provide you a response no later than 30 calendar days after receiving your complaint, unless another timeframe is allowed or required under the relevant legislation. If we are unable to provide you a response within this timeframe, we will advise you of the delay and the reasons for the delay, as well as your rights to complain to the Australian Financial Complaints Authority (AFCA).
- Any information collected during the handling of your complaint will be handled in accordance with the Mercer Privacy Policy, as outlined below.

AFCA's contact details are:

Telephone: 1800 931 678
Online: www.afca.org.au
Email: info@afca.org.au
Mail: Australian Financial Complaints
Authority GPO Box 3 Melbourne VIC 3001

Time limits can apply for certain complaints or complaints may fall outside of AFCA jurisdiction. Contact AFCA if you have any questions about their time limits or what complaints they can accept.

Do you have any further queries?

If you have any further queries about how we will handle your complaint or to request a copy of the full version of our Dispute Resolution Procedures, which will be provided to you free of charge, please contact:

Mercer Complaints Officer
GPO Box 9946
Melbourne VIC 3001
(03) 9623 5555
email: mfa_compliance@mercer.com

How we handle your information

Information we collect from you during the handling of your complaint will be used or disclosed for the purposes of managing and reaching a decision on your complaint and corresponding with you in relation to your complaint.

If you do not provide information that may be requested from you during the handling of your complaint, we may not be able to properly handle, assess and resolve your complaint.

We may also collect information about you from third parties such as your employer, superannuation and investment funds, other financial advisers, financial institutions, insurance companies, our related entities and publicly available sources.

We may disclose your information to the above organisations, as well as our professional advisors, any relevant government authority that requires your personal information to be disclosed, external dispute resolutions bodies and our other service providers, in order to deal with your complaint. This can include our service providers in another country. Mercer's Privacy Policy lists all other relevant offshore locations.

The Mercer Privacy Policy is available to view at www.mercerfinancialservices.com.au or you can obtain a copy by contacting us on 1300 136 202. It sets out in more detail how we deal with your personal information and who you can talk to if you wish to access and seek correction of the information we hold about you. It also provides detail about how you may lodge a privacy complaint about the way we have dealt with your information and how such complaints will be handled.

If you have any other queries in relation to privacy issues please call 1300 136 202 or write to Mercer's Privacy Officer, GPO Box 4303, Melbourne VIC 3001.

Please let us know if you do not understand and consent to your information being collected, disclosed and used in the manner set out above.

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