

Protect yourself and your super from scams

Anyone can be targeted by scammers – through email, texts or phone calls and super is a prime target because it's often a large sum of money. Here are some tips on what to watch out for, what not to do, and what to do to keep you and your money safe.



Watch out for

- A request to set up a new superannuation account and transfer your super balance into this new account.
- Promises to access your super early.
- Links and attachments in emails and texts that take you to an unknown website.
- An offer that sounds too good to be true. Don't jump in without doing some research.



What not to do

- Answer calls from numbers you don't recognise – especially if they have unexpected overseas country codes.
- Don't share passwords. Never give your password to anyone. If someone asks, say no and report it.
- Don't use the same password for different accounts.
- Don't be pressured to act fast on investments or advice. Check the person and the offer first – call Mercer Super **1800 682 525** (Mon–Fri, 8am–7pm AEST/AEDT) or visit our official website <https://www.mercersuper.com.au> or <https://www.mercer.com>



What to do

- Use a different strong password for each account (a password manager can help).
- Make sure your details are always up to date with us so we can contact you if we notice any suspicious activity on your account.
- Pause. Before investing in anything new – check with ASIC or the ATO that it is a registered investment scheme.
- Destroy documents that contain your financial details before disposing of them.



If you think you've been targeted by a scam or fraud, call us straight away on **1800 682 525 (Mon–Fri, 8am–7pm AEST/AEDT)**. We can talk you through the next steps and help secure your account where needed. You can also contact [IDCARE](#) on 1800 595 160 and report the scam to [ScamWatch](#).

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