

Mercer MyChoice

Product Guide

18 December 2023

The information in this booklet forms part of the Product Disclosure Statement for Mercer MyChoice in the Retail Division of the Mercer Super Trust dated 1 September 2023.

Mercer MyChoice Unique Superannuation Identifier (USI)
19 905 422 981 711.



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About this booklet

This *Product Guide* booklet (Booklet) provides important information about Mercer MyChoice in the Retail Division of the Mercer Super Trust (MST) and forms part of the Mercer MyChoice Product Disclosure Statement (PDS) dated 1 September 2023.

You should consider the information in this Booklet and the PDS and any other important information booklets referred to in this Booklet and the PDS before making any decision about your super.

This Booklet contains general information only and does not take into account your individual objectives, financial situation or needs. Before acting on this information, you should consider whether it is appropriate to your objectives, financial situation and needs. You should get financial advice tailored to your personal circumstances.

The Target Market Determination can be found at mercersuper.com.au/TMD.

Mercer Superannuation (Australia) Limited (MSAL) ABN 79 004 717 533 Australian Financial Services Licence (AFSL) 235906 is the trustee of the Mercer Super Trust ABN 19 905 422 981. In this Booklet, MSAL is called 'trustee', 'we', 'our' or 'us'.

References to 'your Plan' throughout the PDS and this Booklet mean Mercer MyChoice in the Retail Division of the Mercer Super Trust.

The trustee has appointed Mercer Investments (Australia) Limited (MIAL) ABN 66 008 612 397 Australian Financial Services License (AFSL) 244385 as an implemented consultant to provide investment strategy advice, portfolio management and implementation services including investment manager selection and monitoring. MIAL is also the Responsible Entity of the Mercer Funds. MIAL is named in this Booklet and has consented to being so named. Advance Asset Management Limited (AAML) ABN 98 002 538 329 AFSL 240902 is the Responsible Entity for the Advance Funds. AAML is named in this Booklet and has consented to being so named. The Mercer Super Trust invests in both the Mercer and Advance Funds.

Mercer Outsourcing (Australia) Pty Ltd (MOAPL) ABN 83 068 908 912 AFSL 411980 has been appointed by the trustee to provide administration services and Mercer Financial Advice (Australia) Pty Ltd (MFAAPL) ABN 76 153 168 293 AFSL 411766 has been appointed to provide financial advice services. MOAPL and MFAAPL are named in this Booklet and have consented to being so named.

Mercer Consulting (Australia) Pty Ltd (MCAPL) ABN 55 153 168 140 AFSL 411770 also provides actuarial and advisory services.

MSAL, MOAPL, MIAL, AAML, MFAAPL and MCAPL are wholly owned subsidiaries of Mercer (Australia) Pty Ltd (Mercer) ABN 32 005 315 917.

MSAL is responsible for the contents of this Booklet and is the issuer of this Booklet. MOAPL, MIAL, MFAAPL, MCAPL or Mercer are not responsible for the issue of, or any statements in this Booklet, the PDS or any other important information booklets referred to in this Booklet or the PDS. They do not make any recommendation or provide any opinion regarding Mercer MyChoice in the Mercer Super Trust or an investment in it.

The value of the investments in your Plan may rise and fall from time to time. MSAL, MOAPL, MIAL, AAML, MFAAPL, MCAPL or Mercer do not guarantee the investment performance, earnings, or the return of any capital invested in your Plan.

'MERCER' is an Australian registered trademark of Mercer (Australia) Pty Ltd (Mercer) ABN 32 005 315 917.



Updated information

The information in this Booklet, the PDS and the other booklets that are part of the PDS may change.

You can obtain updated information that is not materially adverse at mercersuper.com.au or call the Helpline to request a copy of the information free of charge.

Changes that are materially adverse will be advised to you as required by law.

How to contact us

Helpline

Call the Helpline on **1800 682 525** or if calling from outside Australia on **+61 3 8306 0900** from 8am to 7pm AEST Monday to Friday.

We can help you in a number of languages, simply ask for a translator when you call.

Online

mercersuper.com.au

After you join Mercer MyChoice, we will send you your personal login. You will then be able to access information to help keep you up to date and informed about your super in the Mercer Super Trust and other relevant information including:

- a Welcome letter confirming your choices in your Plan
- confirmation of any balances transferred in
- an online *MST Annual Report* to bring you up to speed on investment performance and what's happened in the Mercer Super Trust and your Plan over the year. You can access the *MST Annual Report* from mercersuper.com.au or you can request a hard copy free of charge from the Helpline
- an annual member statement showing changes to your super account
- investment updates and member communications to keep you informed
- notification of all material changes or the occurrence of significant events.

We will send you an exit statement if you cease to be a member of your Plan.

Our online tools include:

- up to date information on investment options
- information from our wealth education experts
- financial planning tools
- ability to update your contact details and communication preferences

Our website is available 24 hours per day, seven days per week. However, the website may not be available when we need to carry out scheduled updates or maintenance. If, for any reason, our online services are not available, you may call the Helpline for assistance with transactions. If our online services are not available, we are not responsible for any loss because you were unable to perform transactions during that time. Call the Helpline if you need more information about accessing the website.

By mail

General correspondence and forms

Mercer Super Trust
GPO Box 4303
Melbourne VIC 3001

To write to the trustee

Mercer Superannuation (Australia) Limited
GPO Box 4303
Melbourne VIC 3001

Member privacy

We collect, use and disclose personal information about you in order to manage your superannuation benefits and give you information about your super. Our Privacy Policy outlines the type of information we keep about you and how we, and any organisations we appoint to provide services on our behalf, will use this information. If you do not provide the personal information requested, we may not be able to manage your superannuation. You can read our Privacy Policy online at mercersuper.com.au/privacy or you can obtain a copy by calling the Helpline.

The policy also includes details about how you may lodge a complaint about the way we have dealt with your information and how we will handle that complaint.



Keep your contact details up to date

We can only send you information if we have your current contact details. You can update your details at mercersuper.com.au (sign in using your personal login) or call the Helpline.

If the law permits, we may send member communications to you electronically (including member statements and significant event notices) by:

- email, and/or
- SMS, and/or
- a link to a website so you can download them.

We can also post documents to you. When you receive your personal login details, simply update your communication preferences online under 'Personal Details' or call the Helpline.

Make an enquiry or complaint

If you need to make an enquiry, we are here to help.

You can call the Helpline or download copies of documents from our website mercersuper.com.au/documents.

Some of these documents include:

- a) details of your insurance cover (found in your PDS)
- b) the insurance contract with the insurer, sometimes called the policy document (call the Helpline to request a copy)
- c) the trust deed that governs the operation of the Mercer Super Trust
- d) the designated rules covering the general operation of your Plan.

You can make an enquiry to access any personal information we hold about you or information we hold in relation to a claim or complaint you have made, including information that was relied upon by the trustee to decide your claim or complaint.

We will provide you with information without requiring you to make an insurance claim or complaint.

If you are not satisfied with our conduct, our response, or our decision; or the conduct or decision of our Insurer you can make a complaint. Refer to the 'Enquiries and Complaints' section at the end of this booklet.

Fees and costs

The 'Fees and costs summary table' shows fees and other costs that you may be charged in your Plan in the Mercer Super Trust. We may deduct these fees and other costs from your super account balance, from the returns on your investment or from the assets of the Mercer Super Trust as a whole.

We may charge other fees, such as activity fees, advice fees for personal advice and insurance fees, but these will depend on the nature of the activity, advice or insurance that you have chosen or applicable to your Plan. Entry fees and exit fees cannot be charged.

You should read all the information about fees and other costs because it is important to understand their impact on your investment in the Mercer Super Trust.

- The 'Fees and costs summary' and 'Breakdown of certain fees and costs' tables set out the fees and costs applicable to each investment option in your Plan.
- The 'Cost of product information' provides a summary calculation of the ongoing annual fees and costs for each investment option in your Plan over a one year period.
- The 'Additional explanation of fees and costs' section contains other important information and other fees and costs you may be charged:
 - for definitions of fees see the 'Defined fees' section.
 - for information on how the trustee may change fees, see the 'Fee changes' section.
 - for an explanation of the impact of GST on the fees and charges described in this Booklet, see the 'GST' section.

Go to mercersuper.com.au/pds for our *Fact Sheets* which provide more information about contributions and how super is taxed.

- The 'How super is taxed' section summarises how tax may be applied to super.

Fees and costs summary

Mercer MyChoice		
Type of fee or cost	Amount	How and when paid
Ongoing annual fees and costs¹		
Administration fees and costs	<ul style="list-style-type: none"> A dollar based administration fee of \$35 per annum An asset based administration fee of 0.12% per annum of your super account balance up to \$500,000[#], and An estimated expense allowance range of between 0.00% to 0.05% per annum of your super account balance, and Costs associated with product and strategic services, estimated to be 0.017% per annum of Mercer Super Trust assets. <p>[#] If the balance of your super account is over \$500,000, then the asset based administration fee for your balance over \$500,000 is 0%.</p>	<p>The dollar based administration fee is generally deducted on the last day of the month from your super account balance (calculated pro rata of the annual fee for the number of days in the month) and is deducted in accordance with your investment strategy for future contributions.</p> <p>The asset based administration fee and expense allowance are generally calculated and deducted daily when unit prices are determined.</p> <p>These deductions will be reflected in your super account balance. If the fee deducted from the unit price is greater or less than the applicable fee for your Plan, we will credit or debit the difference on the last day of the month (or when you leave your Plan) to your super account by issuing additional units or by redeeming additional units.</p> <p>Costs associated with product and strategic services are deducted from reserves on a monthly basis.</p>
Investment fees and costs²	<p>Investment fees From 0.10% to 0.42% per annum of your super account balance, depending on the investment option you choose.</p> <p>Investment costs³ Estimated to be between 0.01% to 0.23% per annum of your super account balance depending on which investment option you choose.</p>	<p>Investment fees are generally calculated and deducted daily when unit prices are determined.</p> <p>Investment costs are generally calculated and deducted daily (from the underlying investment vehicles or the relevant investment option) when unit prices are determined.</p> <p>These deductions will be reflected in your super account balance.</p>
Transaction costs³	Estimated to be between 0.00% to 0.08% per annum of your super account balance depending on which investment option you choose.	<p>Transaction costs are generally calculated and deducted daily (from the underlying investment vehicles or the relevant investment option) when unit prices are determined.</p> <p>This will be reflected in your super account balance.</p>
Member activity related fees and costs		
Buy-sell spread	Nil.	Not applicable.
Switching fee	Nil.	Not applicable.
Other fees and costs⁴	See note ⁴ below.	See note ⁴ below.

¹ If your super balance is less than \$6,000 at 30 June of any year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of your account balance. Any amount charged in excess of the cap must be refunded.

² Investment fees and costs includes an amount of between 0.00% to 0.10% per annum of your super account balance depending on which investment option you choose for performance fees. The calculation basis for this amount is set out under 'Additional explanation of fees and costs' in this Booklet.

³ The investment and transaction costs are for the year ending 30 June 2023 (excluding Mercer Growth) and are based on reasonable estimates only for that period as at the effective date of your Plan's PDS. The investment and transaction costs for Mercer Growth are based on reasonable estimates only generally expected to apply to this option for the year ending 30 June 2024. Investment and transaction costs may vary from year to year. For more details see 'Investment costs' and 'Transaction costs' in the 'Additional explanation of fees and costs' section of this Booklet.

⁴ We may apply other fees and costs which include family law fees, advice fees (for personal advice which are negotiable) and insurance fees. See 'Additional explanation of fees and costs' in the 'Fees and costs' section of this Booklet for further details.

Example of annual fees and costs for the Mercer Growth investment option

This table gives an example of how the ongoing annual fees and costs for the Mercer Growth investment option can affect your superannuation investment over a 1 year period. You should use this table to compare this superannuation product with other superannuation products.

Example – Mercer Growth		Balance of \$50,000
Administration fees and costs	0.187% + \$35	For every \$50,000 you have in the Mercer Growth investment option you will be charged or have deducted from your investment \$93.50 in administration fees and costs, plus \$35 regardless of your balance.
PLUS Investment fees and costs	0.54%	And , you will be charged or have deducted from your investment \$270 in investment fees and costs.
PLUS Transaction costs	0.04%	And , you will be charged or have deducted from your investment \$20 each year in transaction costs.
EQUALS Cost of product		If your balance was \$50,000 at the beginning of the year, then for that year you will be charged fees and costs of \$418.50* for the Mercer Growth investment option.

* Note: Additional fees may apply.

Cost of product information

Cost of product for 1 year

The cost of product gives a summary calculation about how ongoing annual fees and costs can affect your superannuation investment over a one year period for all superannuation products and investment options. It is calculated in the manner shown in the *Example of annual fees and costs*.

The cost of product information assumes a balance of \$50,000 at the beginning of the year. (Additional fees such as a buy-sell spread may apply: refer to the 'Fees and costs summary' for the relevant superannuation product or investment option.)

You should use this figure to help compare superannuation products and investment options.

Investment Option	Cost of product
Mercer High Growth	\$483.50
Mercer Growth	\$418.50
Mercer Moderate Growth	\$443.50
Mercer Cash	\$183.50
Mercer Passive Australian Shares	\$243.50
Mercer Passive International Shares	\$243.50

Additional explanation of fees and costs

Breakdown of certain fees and costs table

This table shows a breakdown of the asset based administration fee, investment fees and costs and transaction costs only for each investment option. Other fees and costs also apply, see the 'Fees and costs summary' table earlier in the 'Fees and costs' section. See a description of these fees and costs later in this section of this Booklet.

Investment option	Investment fees and costs ¹		Administration fees ^{1,3}		Estimated Transaction costs (% per annum of super account balance) ^{2,3}
	Investment fee (% per annum)	Estimated Investment costs (% per annum) ²	Asset based administration fee (% per annum of super account balance)		
			First \$500,000	Balance over \$500,000	
Ready-made options					
Mercer High Growth	0.42	0.21	0.12	0.00	0.08
Mercer Growth	0.38	0.16	0.12	0.00	0.04
Mercer Moderate Growth	0.33	0.23	0.12	0.00	0.07
Select-your-own options					
Mercer Cash	0.10	0.01	0.12	0.00	0.00
Mercer Passive Australian Shares	0.20	0.02	0.12	0.00	0.01
Mercer Passive International Shares	0.20	0.02	0.12	0.00	0.01

Notes:

¹ If your super balance is less than \$6,000 at 30 June of any year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of your account balance. Any amount charged in excess of the cap must be refunded.

² The investment and transaction costs are for the year ending 30 June 2023 (excluding Mercer Growth) and are based on reasonable estimates only for that period as at the effective date of your Plan's PDS. The investment and transaction costs for Mercer Growth are based on reasonable estimates only generally expected to apply to this option for the year ending 30 June 2024. Investment and transaction costs may vary from year to year. For more details see 'Investment costs' and 'Transaction costs' in the 'Additional explanation of fees and costs' section of this Booklet.

³ In addition to the asset based administration fee shown in the table above, the administration fees and costs also include for all investment options the following:

- a dollar based administration fee of \$35 per annum, and
- an estimated expense allowance range of 0 – 0.05% per annum, and
- costs associated with product and strategic services, estimated to be 0.017% per annum of Mercer Super Trust assets.

Administration fees and costs

Administration fees and costs relate to the administration and operation of the Mercer Super Trust (see 'Defined fees' later in this section of this Booklet) and include:

- a dollar based administration fee, and
- an asset based administration fee, and
- an estimated expense allowance, and
- costs associated with product and strategic services.

Estimated expense allowance

The trustee has the right to reimburse itself from the assets of the Mercer Super Trust. These reimbursements are for actual outgoings reasonably incurred with the running of the Mercer Super Trust, where those outgoings are not specifically for a division, plan or member account.

If the trustee charges an expense allowance, that amount is included in the administration fee of the relevant investment option (as set out in the 'Fees and costs summary table'). The allowance is passed on to members by an adjustment to the unit price reducing the investment performance of the relevant investment option.

The expense allowance varies from year to year reflecting the actual expenses incurred. Therefore it is not possible to provide a precise figure for the expense allowances for investment options as they are not known until the end of the financial year. However, the range of expected expense allowances is set out in the 'Breakdown of certain fees and costs' table.

The actual expense allowance may exceed the estimated ranges set out in the 'Breakdown of certain fees and costs table'. We would only expect this to occur if there were unexpected expenses.

Actual expense allowances are provided in the *MST Annual Report*.

The trustee is also entitled to be indemnified out of the assets of the Mercer Super Trust if it incurs any liabilities, losses, costs and expenses in administering the Mercer Super Trust. See 'Trustee's indemnity' in the 'Other key information' section in this Booklet for more details about this right of indemnity.

Worked example:

Assume an amount of \$50,000 is invested for 12 months in the Mercer Growth investment option.

The expense allowance is between 0.00% and 0.05% per annum of your super account balance, which is between \$0.00 and \$25.00 per annum.

Member Reserve

The trustee currently pays certain costs associated with product and strategic services from reserves, which are estimated to be 0.017% per annum of Mercer Super Trust assets.

The size of the Reserve is reported each year in the *MST Annual Report*.

Additional Units

We deduct a standard asset based administration fee of 0.15% per annum from each investment option before the unit price is determined.

If the administration fee applicable to all or part of your super account balance is less than 0.15% per annum of your super account balance, we credit additional units monthly at the end of each month to your super account.

The amount of additional units will be based on the difference between the standard administration fee of 0.15% per annum deducted and the administration fee applicable to you as described in the tables above.

We allocate any additional units in proportion to the amount you have invested in each investment option.

Investment fees and costs

Investment fees

Investment fees apply to each investment option and typically vary depending on the type of assets the option invests in and the management style (for example, active or passive).

Investment fees are the fees payable to the trustee for the exercise of care and expertise relating to the investment of the assets of the Mercer Super Trust and generally include the fees payable to the underlying investment managers for most asset classes.

Investment costs

What is included?

Each investment option has associated investment costs that are incurred by the underlying investment vehicles into which the Mercer Super Trust invests. Investment costs may include but are not limited to:

- performance fees
- investment fees for certain asset classes, namely investments in direct/unlisted real assets, such as property and infrastructure
- any expenses charged by the underlying investment vehicles or manager of those vehicles
- over-the-counter derivative costs.

Performance fees

The trustee does not directly charge any performance fees. However, performance fees may be charged by underlying investment vehicles or managers of those vehicles and these are included in the investment costs.

These fees are reflected in the unit price of the underlying investment vehicle and accordingly form part of the investment costs of the relevant investment option.

Underlying investment vehicles or managers that charge a performance fee will generally only apply those fees when performance is greater than an agreed target. Accordingly, performance related fees will generally only arise when higher returns, relative to a specified target for a particular manager, are achieved.

Where applicable, performance fees are based on an average for the five year period to 30 June 2023 (unless the option has been available for a shorter inception period or the actuals are not available for the most recent financial year in which case we use a reasonable estimate). Performance fees are based upon the latest information provided by the underlying investment managers, as well as historical expenses and performance fees for the actual assets held by the Mercer Super Trust as at the effective date of your Plan's PDS.

See the 'Estimated investment costs ranges, average performance fee and estimated transaction costs' table for details.

Calculation of the investment costs

The actual investment costs for each investment option are determined at the end of each financial year. The *MST Annual Report* provides the actual investment costs that applied for each investment option for that financial year.

The 'Estimated investment costs ranges, average performance fee and estimated transaction costs' table on the next page gives you an estimate of the ranges of the future investment costs that are generally expected to apply for each investment option. These ranges do not act as limits or caps on the investment costs that may apply in the future as the investment costs may vary from year to year reflecting the indirect costs (if any) incurred by the underlying investment vehicles or managers.

Changes in the investment costs for a financial year may be disclosed via:

- the website mercersuper.com.au where the change is not materially adverse
- a notice to you when there is a materially adverse change to the investment costs.

Past fees and costs may not be a reliable indicator of future fees and costs.

Transaction costs

Transaction costs are the costs associated with trading to manage the investment strategy for each investment option.

Transaction costs include:

- brokerage,
- settlement costs (including custody costs),
- clearing costs,
- stamp duty on an investment transaction, and
- buy-sell spreads less any costs recouped by the underlying investment vehicles.

No part of any transaction cost is paid to the trustee or any investment manager as a fee and such costs are not subject to GST.

The actual transaction costs for each investment option are determined at the end of each financial year. The *MST Annual Report* provides the actual transaction costs for that financial year.

For each of the investment options, the estimated transaction costs are set out in the 'Breakdown of certain fees and costs' table in this Booklet.

For each of the investment options, the 'Estimated transaction costs ranges' are provided in the table below which gives you an estimate of the ranges of the future transaction costs that are generally expected to apply to the individual investment options. These ranges do not act as limits or caps that may apply in the future as transaction costs may vary from year to year reflecting the transaction costs (if any) incurred by the underlying investment vehicles or managers.

Estimated investment costs ranges, average performance fee and estimated transaction costs

Investment option	Estimated investment costs range (% per annum of your super account balance)	Average performance fee (% per annum of your super account balance)	Estimated transaction costs range (% per annum of your super account balance)
Mercer High Growth	0.15 – 0.40	0.10	0.05 – 0.15
Mercer Growth	0.10 – 0.40	0.05	0.00 – 0.10
Mercer Moderate Growth	0.15 – 0.40	0.10	0.00 – 0.10
Mercer Cash	0.00 – 0.10	0.00	0.00 – 0.05
Mercer Passive Australian Shares	0.00 – 0.10	0.00	0.00 – 0.05
Mercer Passive International Shares	0.00 – 0.10	0.00	0.00 – 0.05

Past fees and costs may not be a reliable indicator of future fees and costs.

Buy and sell spreads

There are no buy and sell spread fees applied to any investment options, as we use a single unit price for both the issue and redemption of units (i.e. the entry price equals the exit price). If a buy-sell spread were applied it would be an additional cost to you. Any buy-sell spread is not subject to GST. The trustee reserves the right to apply a buy-sell spread to any investment option in the future.

Other fees

The following fees may be additional to the fees and costs shown in the PDS and this Booklet.

Intrafund and Advice fees

Fees for intrafund advice or limited financial advice are included in the administration fees and costs described above.

As a Mercer Super Member, you can pay for advice that is related to your account in the Mercer Super Trust from your super and/or pension account balance. You will need to provide written consent to us via our *Advice Fee Deduction form*, available at mercersuper.com.au (sign in using your personal login). Any fees you pay from your Mercer Super Trust account will reduce your account balance.

Call the Helpline if you wish to find out more about financial advice services.

Insurance fees

If you have insurance cover, premiums are deducted monthly from your super account. See section 2.8 'How your premium is calculated for Life Stages Cover' and section 3.9 'How your premium is calculated for Voluntary Cover' in the *Insurance* booklet for the insurance premiums applying for your Plan.

In addition to an insurance premium, an insurance fee of \$25 per annum will apply for insurance member services in relation to any insurance cover you may hold. This fee (calculated pro rata of the annual fee for the number of days in the month) will be deducted from your account balance at the end of each month.

Family law fees

If your super is subject to an agreement or court order that splits your super between you and your former spouse, the following fees will apply:

- a charge of \$110 for each request for information about your super account
- a charge of \$88 for each benefit split – this fee is generally split equally between you and your former spouse.

Additional fees that can arise

The trustee may incur various costs, charges and expenses (outgoings) in respect of your Plan, whilst acting as trustee of the Mercer Super Trust. These can include the cost of arranging transfers of members in and out of your Plan, Plan legal expenses and the payment of taxes and charges.

Expense recovery fee

Under the terms of the governing rules, the trustee may recover these outgoings from your Plan.

The trustee may instead charge an expense recovery fee of up to 1.00% per annum on the value of your super account balance. The trustee does not currently charge an expense recovery fee, but reserves the right to do so in the future. This expense recovery fee is a different fee to the expense allowance described earlier in this section of the Booklet.

Where the trustee starts charging an expense recovery fee, the costs applicable to the relevant investment option may increase. We will write to notify you, at least 30 days before such an increase.

Switching fees

The trustee is entitled to charge members a switching fee of up to \$637.15 (indexed annually) for each switching request received. The next indexation of this maximum switching fee is due on 1 January 2024.

The trustee does not currently charge a switching fee or an expense recovery fee but reserves the right to do so in the future. We will let you know at least 30 days before such fees are charged.

Fee changes

Indexation of fees

Family law fees are indexed annually on 1 January to generally reflect Average Weekly Ordinary Time Earnings (see 'Fees and costs summary table'). The next indexation is due on 1 January 2024.

Fee increases

In addition to indexing fees, the trustee has the right to increase fees at any time, without your prior consent, subject to the maximum fees set out below. Fees may increase due to changes in economic conditions, or Government regulations, supplier charges increases, or a substantial reduction in the size of your Plan. We will give you at least 30 days written notice of any such increase in fees.

Where there is a materially adverse change to the fees the PDS and this Booklet will be updated. Where the change is not materially adverse, the change will be detailed on the website [mercersuper.com.au](https://www.mercersuper.com.au).

Maximum fees

Under the Plan rules, the trustee has the right to charge maximum fees as follows:

- a dollar based administration fee of \$35 (indexed annually) per member per year
- for investment options established before 1 July 2005, investment fees and asset based administration fees together not exceeding 2.50% per annum of your super account balance
- for investment options established on or after 1 July 2005, investment fees and asset based administration fees together not exceeding 4.00% per annum of your super account balance
- an expense recovery fee of 1.00% per annum of your super account balance, and
- a switching fee of \$637.15 (indexed annually) for each switching request received.

The trustee has chosen to forego these maximums for the fees charged (if any) as shown in the 'Fees and costs summary table' and 'Breakdown of certain fees and costs' tables. Any future fee increases will be within these maximum limits.

Further, pursuant to legislation, for super accounts with a balance below \$6,000 at 30 June, there is a cap on the total combined administration, investment fees and costs and transaction costs that can be charged to those members' accounts for the prior year. Any fees in excess of this cap will be refunded.

GST

The GST disclosures in this Booklet are of a general nature only.

GST is not payable on units purchased in the Mercer Super Trust. However, fees payable in respect of the management of the Mercer Super Trust are subject to GST, as described below.

GST applies to all fees charged to the Mercer Super Trust. Generally, the Mercer Super Trust cannot claim full input tax credits in respect of these fees, but will usually be entitled to reduced input tax credits (currently up to 75% of the GST paid) in respect of some of these fees. As a result, the fees payable to us including GST are higher than those disclosed in this Booklet.

Any fees payable to us as set out in this Booklet approximate the net cost of these fees (after GST) and assume that reduced input tax credits are available.

Tax and your super

The 'How super is taxed' section later in this Booklet provides a summary of how your super is taxed. For more details about tax and your super see our *Fact Sheets*, available at mercersuper.com.au/pds.

Our fund is entitled to a tax benefit on gross administration fees and costs, investment fees and costs, and insurance premiums paid to our service providers. We may pass this tax benefit on investment fees and costs and insurance premiums to you by reducing the amount of the fees, costs and insurance premiums that you pay.

We disclose all fees, costs and premiums in our PDS and Booklets as the gross amount before any tax benefit is applied, so the actual net amount that you pay may be less than the figures shown.

Further information

The trustee does not retain for its own use any profit made on the netting of transactions (even though the governing documents permit it to do so) and has no intention to do so in the future.

The trustee may retain for its own use any interest earned on contributions tax from the date it deducts an amount for this tax to the date it pays it to the Australian Taxation Office (ATO).

Defined fees

Definitions of the various fee types referred to in this section and in the PDS are listed below:

Activity fees

A fee is an activity fee if:

- a) the fee relates to costs incurred by the trustee of the Mercer Super Trust that are directly related to an activity of the trustee:
 - i) that is engaged in at the request, or with the consent of a member; or
 - ii) that relates to a member and is required by law; and
- b) those costs are not otherwise charged as administration fees and costs, investment fees and costs, transaction costs, a buy-sell spread, a switching fee, an advice fee or an insurance fee.

Administration fees and costs

Administration fees and costs are fees and costs that relate to the administration or operation of the Mercer Super Trust and includes costs incurred by the trustee of the Mercer Super Trust that:

- a) relate to that administration or operation of the Mercer Super Trust; and
- b) are not otherwise charged as investment fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

Advice fees

A fee is an advice fee if:

- a) the fee relates directly to costs incurred by the trustee of the Mercer Super Trust because of the provision of financial product advice to a member by:
 - i) a trustee of the Mercer Super Trust; or
 - ii) another person acting as an employee of, or under an arrangement with, the trustee of the Mercer Super Trust; and
- b) those costs are not otherwise charged as administration fees and costs, investment fees and costs, a switching fee, an activity fee or an insurance fee.

Buy-sell spreads

A buy-sell spread is a fee to recover costs incurred by the trustee of the Mercer Super Trust in relation to the sale and purchase of assets of the Mercer Super Trust.

Refer to 'Buy and sell spreads' under 'Transaction costs' earlier in this section of this Booklet for details. The trustee currently does not charge any buy-sell spreads.

Exit fees

An exit fee is a fee, other than a buy-sell spread, that relates to the disposal of all or part of a member's interests in a superannuation entity.

The trustee does not charge exit fees.

Investment fees and costs

Investment fees and costs are fees and costs that relate to the investment of the assets of the Mercer Super Trust and includes:

- a) fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and
- b) costs incurred by the trustee of the Mercer Super Trust that:
 - i) relate to the investment of assets of the entity; and
 - ii) are not otherwise charged as administration fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

Switching fees

A switching fee for superannuation products, other than a MySuper product, is a fee to recover the costs of switching all or part of a member's interest in the Mercer Super Trust from one investment option or product in the Mercer Super Trust to another.

Transaction costs

Transaction costs are costs associated with the sale and purchase of assets of the Mercer Super Trust other than costs that are recovered by the Mercer Super Trust charging buy-sell spreads.

Contributions

This section is about contributions to super.

Refer to the *Contributions* Fact Sheet for more details about:

- Downsizer contributions,
- Concessional and non-concessional contributions,
- Tax treatment of contributions,
- Contribution Splitting, and
- When the trustee can't accept contributions.

Refer to the *Government Contributions* Fact Sheet for information including whether you may be eligible for:

- The Low Income Superannuation Tax Offset (LISTO), and
- Government Co-contributions.

Refer to the *Accessing your Super* Fact Sheet for more details about:

- Preservation, and
- First Home Super Saver Scheme (FHSSS) early release payments.

All *Fact Sheets* are available at mercersuper.com.au/pds.

What your employer puts into your super

By law, your employer generally has to pay a minimum amount into super called the Superannuation Guarantee (SG).

From 1 July 2023, the SG is 11% of Ordinary Time Earnings (OTE) where OTE is capped at the maximum contribution base. The maximum contribution base is currently \$62,270 a quarter for the year ending 30 June 2024 and is indexed on each 1 July (refer to ato.gov.au).

The SG, as a percentage of OTE, is currently scheduled to increase as set out in the table below:

Period	Percentage of OTE
From 1 July 2023 to 30 June 2024	11.00%
From 1 July 2024 to 30 June 2025	11.50%
From 1 July 2025	12.00%

OTE is generally remuneration including regular salary or wages, salary sacrifice superannuation contributions, any over-award payments, shift allowances, bonuses and commissions. It generally does not include overtime payments or benefits subject to fringe benefits tax.

The SG is the amount the employer must provide for each employee, not a minimum amount to be contributed to each fund.

Your employer may contribute more than the minimum SG amount.

There are some circumstances where your employer is not required to pay the SG.

Visit the ATO website for further information about SG contributions, including the maximum contribution base (ato.gov.au).

What you may put into your super

You can put extra money into super, over and above the contributions your employer makes. You can do this to save more for retirement or to save for a deposit under the FHSSS.

There are limits on the level of contributions that have concessional tax rates and some contributions cannot be accepted until we receive your Tax File Number (TFN).

Any contributions must be preserved until you meet a condition of release. Early release may be permitted in certain circumstances, such as under the FHSSS.

You can make regular contributions by direct deductions from your after-tax salary.

You can also make after tax contributions via BPAY®. If you wish to make after tax contributions, sign in to the Mercer Super Trust website at mercersuper.com.au using your personal login. You can then obtain your BPAY® Biller Code and Personal Reference Number. Or call the Helpline for details. If you wish to make a Downsizer contribution (using the proceeds of the sale of an eligible residence), call the Helpline.

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You may be able to claim a tax deduction for some or all of any after tax contributions you make. You cannot claim a tax deduction for Downsizer contributions.



We recommend you obtain professional taxation advice before making any decisions to claim a tax deduction for contributions to your super.

Salary sacrifice

You can generally make contributions on a before tax or salary sacrifice basis, as long as you have your employer's approval.

Depending on your situation, salary sacrificing into super may save you tax. You don't generally pay personal income tax on the part of your salary that's going into super. Instead your contributions are generally taxed at a concessional rate which may be lower than your personal income tax rate.



We recommend you speak to a licensed, or appropriately authorised, financial adviser before making any decisions or choosing to contribute on a salary sacrifice basis.

Contribution splitting

You may be able to split your super contributions with your eligible spouse and transfer permitted contributions to an account in the name of your eligible spouse in a complying superannuation fund.

An eligible spouse must not have permanently retired (if past their preservation age) or reached age 65 and includes:

- your husband or wife
- another person with whom you are in a registered relationship, or
- another person who, although not legally married to you, lives with you on a genuine domestic basis in a relationship as a couple.

You will generally be able to request a contribution split of up to 85% of concessional contributions as long as you maintain a super account balance of at least \$5,000.

Any contributions that you split will continue to be counted towards your concessional contribution limit.

Tax on contributions

Tax may be payable on super contributions made by you or on your behalf, or where those contributions exceed certain annual limits. See 'How super is taxed' in this Booklet for more information.

Consolidating your super accounts

You may rollover super money from other funds into the Mercer Super Trust.

If you've had other jobs, you may have multiple super accounts. You can choose to roll all your super accounts into your Mercer Super Trust account. This could improve your super investment overall as you'll only be paying one set of fees and handling one set of paperwork. You should discuss the benefits of rollovers with a licensed, or appropriately authorised, financial adviser.

You can complete an online rollover request at **mercersuper.com.au** (sign in using your personal login) or we will help you roll in your super over the phone. We will contact your other super fund(s) for you. Call the Helpline if you need any help.

Generally, there's no charge for receiving money rolled in from other funds, although you should check with your other funds to see if there are any withdrawal or exit fees.

Importantly, you should also consider the impact that leaving a fund may have on any insurance cover you have, including the amount and cost of cover.

If you roll in preserved money, it stays preserved in the Mercer Super Trust until you meet a condition of release.

When the trustee can't accept contributions

The trustee is unable to accept voluntary contributions made for or by you in certain circumstances, such as if you have not provided your TFN and the contribution was not made by your employer, or you are aged 75 or more and the contribution is not a Downsizer contribution.

If you have not met a relevant condition, any voluntary contributions received will be returned to you, or the person or organisation (including where applicable your employer) which contributed.

SG contributions and other employer contributions required under an industrial award or agreement are not voluntary contributions and can be accepted at any time.



We recommend that you get advice from a licensed or appropriately authorised financial adviser about how tax laws affect you, especially if you are considering making large contributions, or retiring. This is because the tax treatment of super can be complex and may change at any time.

You should also get appropriate advice while you build your super.

How we invest your money

See 'Glossary of key investment terms' at the end of this section for clarification on capitalised terms.

How to choose your investments

We give you the flexibility to tailor your investment strategy by offering six investment options that you can choose from.

As a member of Mercer MyChoice, you can select up to six investment options from our investment menu for your opening balance. You must make an investment choice when you apply to join Mercer MyChoice. If you don't make a choice, your application cannot be processed.

For more details about our investment options see 'Investment menu' and 'Investment options in detail' later in this section of this Booklet.



You should seek advice from a licensed, or appropriately authorised, financial adviser before you choose investment options. It is important to review your investment selection regularly.

Investment strategy for future contributions

On joining your Plan your investment strategy for future contributions will be the same investment option you select for your opening balance.

Your investment strategy for future contributions will apply to all future contributions, including rollovers from other super funds and most other cashflows.

Changing (switching) investment options

You can change (switch) your investment option(s) at any time. A switch is a sale of units in one investment option and a purchase of units in another investment option.

If you switch options, it's important to specify whether the change will apply to:

- your current super account balance,
- your investment strategy for future contributions, or
- both of the above.

You can make a switch online at mercersuper.com.au (sign in using your personal login) or call our Helpline.

See 'Units and unit pricing' later in this section of this Booklet for details on which unit price applies when changing or switching investment options.

Important information

On 1 April 2023, some of the Mercer investment options received transitioned assets, primarily in the form of units in funds for which AAML is the responsible entity, and also some unit holdings in funds managed by third party investment managers. The transitioned assets were received as part of a successor fund transfer process when BT Super transitioned into the Mercer Super Trust.

As part of the transition process, where relevant, the investment managers for the Advance Funds have been instructed to comply with Mercer's Exclusion Criteria as outlined in the *Sustainable Investments Information* booklet.

At the date of this Booklet, the Advance Funds are in the process of implementing those instructions as market conditions allow and in the best financial interests of members.

Investment options menu

Ready-made investment options

The Ready-made investment options combine a mix of asset classes and management styles to target a stated investment objective.

The trustee chooses and monitors the investment managers and decides how to allocate across the different asset classes, which may be growth or defensive oriented, or a mix of both.

The Ready-made investment options are:

- Mercer High Growth
- Mercer Growth
- Mercer Moderate Growth.

Select-your-own investment options

These options offer exposure mainly to one major asset class. They are designed for investors who want to invest in a particular asset class, or multiple asset classes, to tailor their own portfolio.

The Mercer Passive options are lower cost options that aim to perform broadly in line with the markets in which they invest.

The Select-your-own investment options are:

- Mercer Cash
- Mercer Passive Australian Shares
- Mercer Passive International Shares.

We may change the Ready-made or Select-your-own investment options and if so, we will notify you as required by law.

No guarantees

There are no guarantees that investment returns will be positive or you will be able to maintain the value of original capital. Your super account balance is dependent on movements in the value of the underlying investments in your investment option(s).

You should see a licensed, or appropriately authorised, financial adviser if you are unsure about your investment choices.

Low or negative investment returns will affect your super balance and benefit. That means your super benefit may be less than the amount of contributions paid into your super account if you leave the Mercer Super Trust. Tax, fees and charges will also reduce your benefit.

You can obtain up to date returns for your Plan's Ready-made and Select-your-own investment options, at mercersuper.com.au (sign in using your personal login).

Refer to 'Understanding investment risks' in this section of this Booklet for more information.

How we invest your super

Your super can be invested in various asset classes, depending on your investment option(s). An explanation of the asset classes is provided in the following table.

Asset Class	Description
Australian Shares	Investments in Australian companies listed on the Australian Stock Exchange (ASX) or equity based trusts, derivatives or unlisted Australian based equity type investments. It may include a small exposure to companies listed outside the ASX.
International Shares	<p>Investments in companies listed on securities exchanges around the world. These investments may be hedged or unhedged to manage movements in exchange rates, which can have an impact on the value of investments (up or down).</p> <p>Investments in international shares may be in:</p> <ul style="list-style-type: none">• Developed markets, which are countries that have sophisticated economies and a middle to high income per person.• Emerging markets, which includes countries that are less developed and have low to middle income per person.

Asset Class	Description
Real Assets	<p>Real assets include investments in property, infrastructure and natural resources such as timber. These assets may be Australian or international and listed or unlisted.</p> <p>Property investments include, but are not limited to, office buildings, shopping centres, and industrial estates.</p> <p>Infrastructure investments are investments in long-term assets required for major economic and social needs such as airports, tunnels, bridges, toll roads, pipelines and utilities.</p>
Alternative Assets	Alternative assets comprise of investments that do not fit within other asset classes. They may include investments in hedge funds, private equity, mezzanine debt and insurance linked strategies. Alternative investments may have growth and/or defensive characteristics.
Growth Fixed Interest	Growth fixed interest investments target a higher return by investing in issuers that may carry a higher degree of credit risk or illiquidity relative to defensive fixed interest and cash investments. Generally the exposures will include private debt, non-investment grade corporate bond issuers, or sovereign bond issuers in emerging markets, which may also carry emerging market currency risks.
Defensive Fixed Interest and Cash	<p>Defensive fixed interest investments generally provide a regular income stream with the repayment of capital expected at the end of the term. These investments are generally considered defensive as they are predominantly invested in highly rated sovereign bond issuers in developed markets or highly rated investment grade corporate issuers.</p> <p>Cash includes short-term interest bearing investments and fixed term interest bearing investments.</p>

For more information on:

- asset allocations (the asset classes each investment option invests in) and their percentage of growth investments and defensive investments, see 'Investment options in detail' later in this section of this Booklet
- Growth and Defensive investments are explained in 'Glossary of key investment terms' later in this section of this Booklet
- Mercer's sustainable investment approach, refer to the *Sustainable Investments Information* booklet.

Investment philosophy and approach

Investment objectives and strategy

Each investment option has a specific investment objective and investment strategy that we believe is reasonably likely to enable the option to meet their objectives; however, there is no guarantee that a particular objective will be met over a particular time period.

The investment strategy includes the selection of a blend of investments that support the option's objectives. We may change the investment objective and strategy for each investment option, as required, to ensure that the objectives continue to have a reasonable probability of being attained. The actual asset allocation may fall outside the stated ranges for an option during certain times such as extreme market conditions, mergers and transitions.

We use formal quarterly analysis to monitor the performance of investment options against their objectives and an annual investment health check to help us assess whether we need to make any changes. We will provide you with information about any significant changes to the features of the investment options.

Manager research and selection

The trustee has appointed MIAL as an implemented consultant. MIAL provides services to MSAL on the selection, appointment, replacement and evaluation of investment managers under an implemented consulting arrangement.

Mercer's significant scale in researching investment managers globally provides us with access to some of the best ideas from more than 7,700 investment managers around the world. MIAL leverages a global research network to seek to establish a combination of specialist managers for each asset class, selecting managers for their strength in idea generation, portfolio construction, implementation and business management.

The Ready-made investment options and many of the Select-Your-Own investment options adopt an actively managed, multi-manager approach. This involves selecting combinations of asset classes and underlying investment managers to achieve exposure to a range of investment management styles.

Passive options are typically invested via a single investment manager. They are designed to offer lower cost access to a particular asset class, by investing in line with the relevant index.

The trustee, in certain circumstances, may remove, replace, or appoint investment managers for the investment options at its discretion at any time.

How the Mercer Super Trust's assets are invested

The trustee may invest the Mercer Super Trust's assets in:

- funds managed by investment managers
- a range of investments such as securities, derivatives and cash managed via mandates held with investment managers
- funds managed by MIAL, including but not limited to the Mercer Funds and the Mercer Investment Funds (MIFs)
- funds or investment vehicles managed by other Mercer related entities
- funds managed by AAML.

MIAL is the responsible entity of the Mercer Funds and MIFs and appoints investment managers to manage the assets of the Mercer Funds and MIFs, either directly or via external Collective Investment Vehicles (CIV).

AAML is the responsible entity of the Advance Funds and appoints investment managers to manage the assets of the Advanced Funds, either directly or via external CIVs.

The investments for the Mercer Super Trust are generally held by an external custodian or directly by MIAL or MSAL.

Units and unit pricing

What are units?

You are allocated a number of units, which represent the assets of each investment option. The assets of each investment option are divided into units of equal value. Each unit has a regularly changing price allocated to it.

The unit price of a whole unit (one unit), reflects the asset value of the investment option divided by the number of units on issue for that investment option at the relevant time. We make allowances for any transaction costs (see 'Transaction costs' under 'Additional explanation of fees and costs' in the 'Fees and costs' section of this Booklet for more details).

Each time there is a contribution to the Mercer Super Trust, the trustee allocates units in the relevant option at the entry price. Similarly, when there are payments made, the trustee redeems units from the relevant investment option at the exit price. Payments include super benefits, fees, insurance premiums or tax.

The entry price for contributions, rollovers or transfers will generally be calculated after your transaction is received and validated, which may be different to the last available unit price at the time of your transaction. The exit price used for super benefits, fees, premiums, tax and expenses is generally the price available at the time the relevant transaction is processed.

For the investment options in Mercer MyChoice, we use a single unit price for both the issue and redemption of units (i.e. the entry price equals the exit price).

Units are not transferrable. You can see the number of units you hold in your investment options by using your personal login at merceraustralia.com.au or by checking your statements.

We allocate units after we receive all the necessary information to invest.

The issue (or redemption) of units may be suspended if the trustee believes the entry (or exit) price of the units cannot be calculated in a manner fair to all members holding those units. Also the redemption of units may be suspended if we are unable to realise sufficient funds to satisfy a redemption request from the sale of the underlying assets.

What is unit pricing?

Each unit has a regularly changing price allocated to it, which is generally calculated daily (except on weekends and Melbourne public holidays). Unit prices may rise or fall depending on fluctuations in the underlying value of investments in each investment option.

Investment returns based on unit prices are likely to differ from the underlying manager's actual return due to timing differences and differences in fees and costs.

Unit pricing and changes to investment options

If you change investment options, the unit price for the switch will generally be calculated after your request is received and validated, which may be different to the last available unit price at the time of your transaction.

How assets are valued

Unless the trustee determines otherwise, the value of the underlying assets of the investment options will be based on market values determined by an external custodian or investment manager.

When valuing assets, we make an estimate of the tax liability due that has not yet been paid on investment income and capital gains, both realised and unrealised.

Mercer's sustainable investment approach

The *Sustainable Investments Information* booklet contains information on our sustainable investment approach and how sustainability-related factors are incorporated into the investment decisions, including information on how exclusions are applied within the investment options. This booklet can be found at merceraustralia.com.au/pds.

Understanding investment risks

All investments, including super, carry some risks. Investment options each have different levels and types of risks, depending on the assets they invest in. Generally, assets with the highest long-term return also carry the highest level of risk. Returns for each investment option will vary and future returns may be different to past returns. Your investment could rise or fall in value or produce a return that is less than expected. Rises and falls in value can happen quickly and for many reasons.

Investment risk generally describes the risk of an investor getting back less than they put in. Taxes, expenses and low or negative investment returns can also have an impact on investment risk in super.

You can help manage risk by choosing investment options that are diversified across different asset classes, regions and investment managers.

The types of investment risks that may affect investments in your Plan include:

- **Counterparty risk** – the risk that a counterparty does not meet its contractual obligations. Counterparty risk may arise from structured finance arrangements, derivative contracts, securities lending activities, debt or loan instruments.
- **Credit risk** – the risk that a debt issuer will default on payment of interest or principal.
- **Currency risk** – the risk that overseas investments lose value as a result of currency movements.
- **Derivatives risk** – the risk that derivatives exposure magnifies losses relative to physically holding an underlying asset or group of assets.
- **ESG risk** – the risk of loss resulting from ESG factors and other related sustainable investment considerations. This includes the risk of loss that may result from climate-related factors or social factors, such as a public health crisis.
- **Exclusions risk** – the risk of reduced returns or loss from exclusions on, for example, certain industries, sectors or countries. There may be differences in performance outcomes compared to a benchmark or comparable option where those exclusions are not applied.
- **Inflation risk** – the risk that money may not maintain its purchasing power due to increases in the price of goods and services.
- **Interest rate risk** – the risk of loss resulting from changes in interest rates and bond yields.
- **Liquidity risk** – the risk that members may be unable to redeem their investment at their chosen time without adverse impact on the price. Under certain market conditions, some normally liquid assets may become illiquid, restricting an option's ability to make payments to members without a significant delay.
- **Market and economic risk** – the risk of loss resulting from adverse changes in market prices, or changes in the economic environment, including economic growth, fiscal or monetary policy or employment levels.
- **Operational and cybersecurity risk** – the risk of fraud, business disruption, data loss or damage within Mercer or at an external service provider which may result in a disruption of services, including our ability to process application and redemption requests.

- **Political risk** – the risk that political events can impact an investment. Instability affecting investment returns could stem from a change in government, legislative bodies, other foreign policy makers, or military control.
- **Taxation risk** – the risks that taxation laws and their interpretation may change in the future, as well as any change in the eligibility of a fund to qualify as an Attribution Managed Investment Trust (AMIT) in a particular income year.

Managing risks

The trustee aims to appropriately manage investment risks using a number of approaches. This includes offering you a diverse range of investment options and allowing you to select an option, or combination of options, to suit the time you expect to hold your investment in your Plan.

The trustee and its implemented consultants have considered investment risks in constructing the investment options and aim to help manage those risks primarily through diversification and by using some or all of the following strategies, as applicable to each option or Plan:

- Investing across different asset classes to reduce market risk, inflation risk and liquidity risk.
- Investing across different countries to reduce political risk, inflation risk, interest rate risk, liquidity risk and currency risk.
- Investing in a number of individual assets within each asset class to reduce liquidity risk, interest rate risk and credit risk.
- Where appropriate, utilising currency hedging to manage currency risk.
- For the Ready-made options, market risks are monitored and managed as part of our dynamic asset allocation process.
- Establishing parameters on the quality, exposure and collateralisation of counterparty exposures.
- Monitoring taxation developments as they arise.
- Monitoring and managing operational and cyber security risks as part of our overall risk management program.
- Monitoring taxation developments as they arise to ensure that the options comply with their taxation requirements, including eligibility under the Attribution Managed Investment Trust (AMIT) regime.

We recommend you speak to a licensed, or appropriately authorised, financial adviser before making an investment decision.

Use of derivatives

The trustee allows the use of derivatives to help manage risk or generate return (for example, to hedge all or part of a foreign currency exposure).

Derivatives, such as futures or options, are investment products whose value is derived from one or more underlying assets. The value of a share option, for example, is linked to the value of the underlying share.

Derivatives may be used to assist in the efficient management of the portfolios (e.g. to quickly and effectively adjust asset class exposures and for rebalancing purposes) and to manage risk or enhance return (e.g. for currency hedging). Losses from derivatives can occur (e.g. due to market movements).

Standard Risk Measure

The Standard Risk Measure (SRM) is the estimated number of negative annual returns in any 20 year period. It is a tool to help you compare investment risk across investment options. The SRM is based on industry guidance and is not a complete assessment of investment risk. It does not take into account:

- what the size of a negative return could be
- if the size of a positive return will be enough to meet your objectives, or
- the impact of administration fees and tax on the likelihood of a negative return.

You should check you are comfortable with the risks and potential losses associated with your chosen investment option(s).

The seven risk labels of a standard risk measure are listed below.

Risk label	Estimated number of negative annual returns over any 20 year period
Very high	6 or more
High	Between 4 and 6
Medium to high	Between 3 and 4
Medium	Between 2 and 3
Low to medium	Between 1 and 2
Low	Between 0.5 and 1
Very low	Less than 0.5

Risk labels are not a guarantee of the number or frequency of negative annual returns for an investment option.

Investment options in detail

Ready-made options

Mercer High Growth			Mercer Growth			Mercer Moderate Growth		
Description Invests across most asset classes but mainly in growth assets. It is designed for members who want exposure to mainly growth assets and can tolerate a high level of risk over ten years.			Description Invests across most asset classes but mainly growth assets. It is designed for members who want exposure to mainly growth assets and can tolerate a medium to high level of risk over seven years.			Description Invests across most asset classes, but with a slightly higher exposure to growth assets than defensive assets. It is designed for members who want exposure to growth and defensive assets and can tolerate a medium to high level of risk over seven years.		
Objective To achieve a return (after tax and investment fees) that exceeds CPI increases by at least 3.5% per annum over rolling ten year periods.			Objective To achieve a return (after tax and investment fees) that exceeds CPI increases by at least 3% per annum over rolling seven year periods.			Objective To achieve a return (after tax and investment fees) that exceeds CPI increases by at least 2.0% per annum over rolling seven year periods.		
Standard Risk Measure High			Standard Risk Measure Medium to high			Standard Risk Measure Medium to high		
Minimum suggested timeframe Ten years			Minimum suggested timeframe Seven years			Minimum suggested timeframe Seven years		
Asset allocation and asset classes			Asset allocation and asset classes			Asset allocation and asset classes		
Asset allocation	Range %	Total %	Asset allocation	Range %	Total %	Asset allocation	Range %	Total %
Growth investments	65–100	86	Growth investments	55–95	75	Growth investments	40–80	57
Defensive investments	0–35	14	Defensive investments	5–45	25	Defensive investments	20–60	43
Asset class	Range %	Strategic Asset Allocation %	Asset class	Range %	Strategic Asset Allocation %	Asset class	Range %	Strategic Asset Allocation %
Australian Shares	20–50	34	Australian Shares	15–45	27.5	Australian Shares	5–35	19.5
International Shares	25–55	41	International Shares	20–50	32.5	International Shares	10–40	23
Real Assets	0–35	16	Real Assets	0–40	17.5	Real Assets	0–35	14.5
Alternative Assets	0–10	1	Alternative Assets	0–10	1	Alternative Assets	0–10	1
Growth Fixed Interest	0–15	6	Growth Fixed Interest	0–20	12	Growth Fixed Interest	5–25	14.5
Defensive Fixed Interest and Cash	0–15	2	Defensive Fixed Interest and Cash	0–25	9.5	Defensive Fixed Interest and Cash	15–45	27.5

Select-your-own options

Mercer Cash			Mercer Passive Australian Shares			Mercer Passive International Shares		
Description Invests mainly in cash. It is designed for members who want no exposure to growth assets and can tolerate a low level of risk over one year or less.			Description Invests mainly in Australian Shares, via a passive investment approach. It is designed for members who want exposure to growth assets and can tolerate a high level of risk over ten years.			Description Invests mainly in International Shares, via a passive investment approach. International currency exposure is generally unhedged. It is designed for members who want exposure to growth assets and can tolerate a high level of risk over ten years.		
Objective To maintain the invested capital and to achieve a return above that available on bank bills as measured by the Bloomberg AusBond Bank Bill Index on an annual basis.			Objective To meet the benchmark return over the medium to long term.			Objective To meet the benchmark return over the medium to long term.		
Standard Risk Measure Low			Standard Risk Measure High			Standard Risk Measure High		
Minimum suggested timeframe One year or less			Minimum suggested timeframe Ten years			Minimum suggested timeframe Ten years		
Asset allocation and asset classes			Asset allocation and asset classes			Asset allocation and asset classes		
Asset allocation	Range %	Total %	Asset allocation	Range %	Total %	Asset allocation	Range %	Total %
Growth investments	n/a	0	Growth investments	90–100	100	Growth investments	90–100	100
Defensive investments	n/a	100	Defensive investments	0–10	0	Defensive investments	0–10	0
Asset class	Range %	Strategic Asset Allocation %	Asset class	Range %	Strategic Asset Allocation %	Asset class	Range %	Strategic Asset Allocation %
Cash	n/a	100	Australian Shares	90–100	100	International Shares	90–100	100
			Cash	0–10	0	Cash	0–10	0

Glossary of key investment terms

Active investment approach

Managers of investment options with an active approach aim to perform better than the market overall.

Advance Funds

The investment funds for which Advance Asset Management Limited (AAML) acts as the responsible entity or trustee.

Asset allocation

The allocation between the various asset classes (e.g. shares, fixed interest and property) of an investment option. It also includes the growth/defensive target allocation of the investment option.

Asset class

Type of asset that share common features, predominately its potential return and volatility. The main asset classes are Australian Shares, International Shares, Real Assets, Alternative Assets, Growth Fixed Interest, Defensive Fixed Interest and Cash.

Capital markets

The part of the financial markets concerned with raising capital by dealing in shares, bonds and other long term investments.

Consumer Price Index (CPI)

CPI is a measure of the rate of inflation. In Australia, it is based on a selection of household goods and services.

Corporate bonds

A corporate bond is a debt security issued by a corporation. Corporate bonds are typically classified into two main groups, investment grade and non-investment grade depending on their credit rating and likely risk of default. Non-investment grade corporate bonds have a lower credit rating than investment grade bonds and as such are considered to be of higher risk than investment grade bonds.

Defensive investments

Defensive investments tend to produce lower but more stable long-term returns than growth investments, and include:

- Cash and Defensive fixed interest
- Growth fixed interest – 50% of any allocation is classified as a defensive investment
- Real assets – the following percentages of the allocations are classified as a defensive investment:
 - Direct (unlisted) property – 50%
 - Unlisted infrastructure – 50%
 - Natural resources – 50%

- Alternative assets, including:
 - Hedge funds and diversified growth funds – 50% of any allocation is classified as a defensive investment
 - Sustainable opportunities – 25% of any allocation is classified as a defensive investment.

Exclusion Criteria

Refer to the Sustainable Investments Information booklet, Section 2 Exclusions, for further information.

Futures

Contracts for assets (especially commodities, bonds or shares) bought at agreed prices but delivered and paid for later.

Growth investments

Growth investments have the potential to produce higher returns over the long-term (when compared to defensive investments) but are also likely to experience higher volatility (ups and downs) in performance from year to year. Growth investments include:

- Australian shares
- International shares
- Listed Property
- Listed Infrastructure
- Real Assets – the following percentages of the allocation are classified as growth investment:
 - Direct (unlisted) property – 50%
 - Unlisted infrastructure – 50%
 - Natural Resources – 50%
- Growth fixed interest – 50% of any allocation to growth fixed interest is classified as a growth investment
- Alternative assets, including:
 - Private equity
 - Hedge funds and diversified growth funds – 50% of any allocation is classified as a growth investment
 - Sustainable opportunities – 75% of any allocation is classified as a growth investment.

Hedging

Hedging generally refers to the process of protecting investments against, or reducing the risk of, a loss. For example, investment managers may use various techniques to minimise the effect of currency movements on overseas investments – this is currency hedging.

International

Investments predominantly in countries other than Australia.

Minimum suggested timeframe

The minimum time you should consider holding your investment in an investment option. This is a guide only.

Multi-manager investment approach

More than one specialist manager may be appointed to manage assets in each asset class, sector or investment style within the investment options.

Objectives

These identify the type of return the option aims to achieve for investors. The objectives are sometimes stated in terms of a particular named index, e.g. the Bloomberg AusBond Bank Bill Index, or a target that relates to the Consumer Price Index (CPI).

The objectives of each investment option should not be treated, or relied upon as a forecast, indicator or guarantee of any future returns or performance for that option. The value of investments may rise and fall, in any of the options.

Objective time horizon

The time horizons used in the investment objectives for particular options:

- Short term – Less than three years
- Medium term – Three to seven years
- Long term – Greater than seven years

Passive investment approach

Investment options with a passive approach aim to perform in line with the overall market but may have some exposure to active management.

Ranges

The range in which the strategic asset allocation can vary. Factors such as market movements or active management decision may cause the strategic asset allocation mix to vary but it will generally stay within the asset allocation ranges. The actual asset allocation may fall outside the stated ranges for an option during certain times such as extreme market conditions, mergers and transitions.

Shares

A share is an investment that represents part ownership of a company.

Sovereign bonds

A sovereign bond is a debt security issued by a national government.

Strategic Asset Allocation (SAA)

The strategic asset allocation is the longer term target allocation for the relevant asset classes in which an investment option invests. The strategic asset allocation is designed having regard to the type of option, investment objectives, risk profile and suggested time horizon.

Paying your benefits

This section explains some of the regulations about the payment of your super benefit.

Super and preservation

Government legislation restricts access to your super and is designed to ensure that you generally use your super for retirement.

There are three super payout categories:

- unrestricted non-preserved super benefits
- preserved super benefits, and
- restricted non-preserved super benefits.

The unrestricted non-preserved amount (if any) is the part of your super account balance that can be paid in cash at any time.

Preserved or restricted non-preserved amounts must be kept in a superannuation fund or other approved superannuation arrangement and can only be accessed according to 'conditions of release' specified in superannuation law.

Your annual member statement will provide details about the relevant category for each portion of your super. Generally, contributions made to your superannuation account will be fully preserved and only accessible once you satisfy a 'condition of release'.

Contact the ATO for information about the amount you may be able to access under the FHSSS.

For more information, see the *Accessing Your Super* Fact Sheet available from [mercersuper.com.au/pds](https://www.mercersuper.com.au/pds). This Fact Sheet also includes details about:

- conditions for accessing preserved or restricted non-preserved super, and
- your preservation age (i.e. the age at which your preserved super can be paid to you in cash if you permanently leave work).

Paying your super before you leave your employer

You can choose to take the unrestricted non-preserved component of your super as a cash payment at any time, however tax may be deducted. Call the Helpline if you want to use this option.

You may also be able to transfer all or part of your super account balance to another complying superannuation arrangement, before you leave your employer, at any time.

If you wish to make a partial transfer this will generally be subject to maintaining a super account balance of at least \$5,000 in your Plan.

In some cases, your death and disablement insurance can be affected by transfers out of your Plan. Refer to your *Insurance* booklet to see if this applies to you. You should maintain a sufficient account balance to cover any insurance premiums and fees, otherwise your insurance may be cancelled.

For more details about benefit transfers, see [mercersuper.com.au](https://www.mercersuper.com.au) (sign in using your personal login) or call the Helpline.

Paying your super if you leave Australia

You may be eligible to access your super and have it paid directly to you after you have left Australia as long as:

- you entered Australia on a temporary visa
- your temporary visa has expired or been cancelled, and
- you are not an Australian or New Zealand citizen or an Australian permanent resident.

Call the Helpline for more details about:

- how to make an application to the trustee for the release of your super for the reasons listed above, and
- what will happen to your super if you make such an application.

The trustee may be required to transfer your super to the ATO if at least six months has passed since the expiry or cancellation of your temporary visa and you have left Australia and have not claimed your super from your Plan.

If this happens, you will need to contact the ATO to claim your super, which will be paid to you subject to the deduction of tax. The ATO will provide the trustee with details of the members who can have their super transferred in these circumstances.

Tax rates on super benefits to a temporary resident who has left Australia are higher than those which apply to Australian permanent residents or Australian and New Zealand citizens.

Interest (or investment earnings) in respect of super for temporary residents is not paid on amounts paid by the ATO (except in certain limited circumstances).

The transfer to the ATO can be required even if you are still employed by your Australian employer. Call the Helpline if your benefit has been transferred to the ATO and you need help to prove to the ATO that you are entitled to that benefit.

In most cases, the trustee is required to provide a member with an exit statement when their benefit has been paid out of the fund. However, the Australian Securities and Investments Commission (ASIC) has provided trustees with relief from this requirement where benefits are paid to the ATO. This relief has been granted because most temporary residents do not advise the trustee of their overseas address details. The trustee intends to rely on this relief.

This means that the trustee is not obliged to notify or give an exit statement to a non-resident where a benefit has been transferred to the ATO.

You will no longer be a member of the Mercer Super Trust or have any right to claim a benefit from the fund and any insurance cover you may have had through your Plan will cease if your super is transferred to the ATO.

Unclaimed money

We will consider your super benefit as unclaimed money and send it to the ATO if:

- you are over age 65 and we have received no contributions or rollovers in the last two years, and
- we have been unable to contact you for a period of five years.

We may also be required to transfer your account balance to the ATO if:

- no contributions or rollovers have been received for more than 12 months, and
- we have not been able to contact you and your account balance is less than \$6,000, or
- if we do not have enough information to properly identify you.

You can contact the ATO directly to claim any such money.

You will no longer be a member of the Mercer Super Trust or have any right to claim a benefit from the fund and any insurance cover you may have had through your Plan will cease if your super is transferred to the ATO.

A confirmation letter will be issued to you if your benefit is paid to the ATO.

Unclaimed benefits – lost members

We may classify your super account as an unclaimed super benefit and transfer your super to the ATO if:

- we've written to you twice
- this mail has been returned unclaimed both times, and
- you are under age 65.

You will no longer be a member of the Mercer Super Trust or have any right to claim a benefit from the fund and any insurance cover you may have had through your Plan will cease if your super is transferred to the ATO.

A confirmation letter will be issued to you if your benefit is paid to the ATO.

Inactive and low balance accounts

To help protect members with low account balances of less than \$6,000, we may be required to transfer your super account to the ATO for consolidation. This may occur if your account has been inactive for a continuous period of 16 months, has a balance of less than \$6,000, does not hold current insurance cover and you have not opted out of having your super account transferred to the ATO.

Your super account will be deemed inactive, if within the last 16 months, all of the below statements are true:

- there have been no contributions and/or rollovers received,
- you have not changed investment options, and
- you have not changed your binding beneficiaries.

The process of determining accounts for ATO consolidation occurs on 30 June and 31 December each year.

You can opt out of having your super account transferred to the ATO by calling the Helpline.

You will no longer be a member of the Mercer Super Trust or have any right to claim a benefit from the fund if your super is transferred to the ATO.

A confirmation letter will be issued to you if your benefit is paid to the ATO.

Family law

Subject to relevant legislation, married and de facto couples may be able to make binding agreements or get court orders to determine how each partner's super will be divided if their marriage or relationship breaks down.

Under the Family Law Act, the trustee needs to provide certain information about a member's super benefit to eligible persons where the information is required to negotiate a superannuation agreement or to help with a court order. An eligible person under the Act includes a member, the spouse of a member or any person who intends to enter into a superannuation agreement with the member.

We may need to adjust your super benefit to reflect any agreements or court orders that may be binding on the trustee. We will advise you about any fee for a request related to the Family Law Act in respect of your super benefit.

Call the Helpline about family law matters affecting your super in the Mercer Super Trust.

Anti-money laundering

Under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AMLCTF Act), superannuation funds have to identify, monitor and mitigate the risk that the fund may be used for the laundering of money or the financing of terrorism. Because of this, you will be asked to provide satisfactory proof of your identity to the trustee before you withdraw your super benefit. You may also need to provide satisfactory proof of identity to meet other legal requirements.

At a minimum, we need to collect your full name, date of birth and residential address. In regards to verifying information, we are only obligated to verify full name, and either date of birth or residential address. This can be achieved by supplying a certified copy of your driver's licence or passport. We are unable to process your payment request without this information in an appropriate form.

Under the AMLCTF Act, we may need to undertake additional identification checks and to monitor transactions. We may also need to block or suspend transactions. The trustee will not be liable for any loss suffered by you due to a delay in making a payment which has been caused by the need to comply with AMLCTF Act requirements.

By law the trustee is also required to comply with confidential reporting obligations to the AMLCTF Act regulator, Australian Transaction Reports and Analysis Centre (AUSTRAC).

Receiving your benefits

This section includes information about what generally happens to your benefits when you leave your Plan.

You have accumulation style super. Your super account balance is made up of:

- amounts contributed to your account by you or your employer or in respect of you

plus

- any money you transfer in from other super funds

less

- taxes and surcharges, fees, expenses, insurance premiums and amounts paid out to or for you

plus

- investment earnings (which can be positive or negative).

Your member statement explains how your super has performed throughout the previous year.

Taking a partial payout

You may be able to access all or part of your unrestricted non-preserved component of your super at any time as a cash payment (subject to maintaining a minimum account balance of \$5,000 if you are making a partial cash withdrawal). Your member statement will show if you have any such unrestricted non-preserved amounts.

You may also apply to have all or part of your super account balance rolled over to another complying superannuation arrangement (subject to maintaining a minimum account balance of \$5,000 if you are making a partial withdrawal).

Contact the Helpline for more details on taking a partial payout.

Transfer to Mercer SmartRetirement Income

When the time comes to receive your super payout, you can choose to transfer to a Mercer SmartRetirement Income (MSRI) account in the Mercer Super Trust (if eligible). Through MSRI you can receive your payout in the form of a regular income, while generally staying invested in your chosen investment options.

You can choose to transfer all or part of your super to MSRI as an Allocated Pension or a Transition to Retirement Allocated Pension.

Before deciding to invest in MSRI, you should read the current Product Disclosure Statement for Mercer SmartRetirement Income and seek advice from a licensed, or appropriately authorised, financial adviser. You will also need to complete an application form.

If you would like a copy of the current Product Disclosure Statement for Mercer SmartRetirement Income, visit mercersuper.com.au/pds or call the Helpline.

Super worth less than \$500

You may be asked to notify the trustee where you would like us to transfer your super account balance if it falls below \$500.

When requested, you need to tell the trustee where you would like us to transfer your super account balance within 30 days. This must be another approved superannuation arrangement. You may take in cash any unrestricted non-preserved amounts.

If we do not hear from you within 30 days, the trustee may transfer your super account balance to the ATO. Once your benefit is transferred to the ATO, you will no longer be a member of the Mercer Super Trust, or have any right to claim a benefit from the fund and any insurance cover you may have had through your Plan will cease.

A confirmation letter will be issued to you if your benefit is paid to the ATO.



Looking for financial advice?

Call **1800 702 993** to speak to a Mercer financial adviser if you are leaving your Plan and need financial advice.

Other key information

Beneficiaries

For the sake of your family, it's important to let the trustee of the Mercer Super Trust know who you would prefer to receive your death benefit if you die while a member of the Mercer Super Trust.

For more information about nominating beneficiaries, see the *Beneficiaries* Fact Sheet available from mercersuper.com.au/pds.

Insufficient super

If your super account balance is or is likely to be insufficient to meet the cost of your insurance fees and premiums, your insurance cover will cease.

If your super account balance is or is likely to be insufficient to meet the fees for your account, you will no longer be able to remain a member of the Mercer Super Trust.

These changes will occur automatically, unless you make a further contribution to meet the cost of your insurance cover and fees. We will advise you if this applies to you.

Service providers to trustee

The trustee appoints a number of service providers to help it run the Mercer Super Trust. The main service providers include the administrator, the investment consultant, the custodian and your Plan's Insurer.

The administrator, the investment consultant and custodian are paid from the trustee's fee income and their fees are not an additional cost to members.

See your *Insurance* booklet for information about the Insurer of your Plan.

Call the Helpline for details about the custodian. See below for details about the administrator and investment consultant.

Administrator

Mercer Outsourcing (Australia) Pty Ltd (MOAPL) provides the following administration services to the Mercer Super Trust:

- administration of member records and unit holdings
- daily management of the Mercer Super Trust's operations including accounting
- preparing communications materials, including the Mercer Super Trust's internet site, and
- Helpline facilities for members.

Investment consultant

The trustee has appointed Mercer Investments (Australia) Limited (MIAL) to advise on the selection, appointment, replacement and ongoing evaluation of investment managers through an implemented consulting arrangement.

Trustee powers and responsibilities

The trustee is responsible for:

- ensuring members' rights and interests are protected
- payment of correct super payouts at the appropriate time
- the proper management of assets, and
- the general operation of the Mercer Super Trust in accordance with the governing documents and applicable legislation.

The trustee has the right to override any member's investment choices as required by law.

The trustee pays itself a fee out of the fees charged in respect of members.

Trustee's indemnity

Both the trustee and its directors are entitled to be indemnified, out of the assets of the Mercer Super Trust, against all liabilities including losses, costs and expenses that may be incurred in administering the Mercer Super Trust.

Liabilities include any payments to the trustee of any predecessor fund to your Plan for any liabilities incurred by that trustee before the transfer into the Mercer Super Trust.

The operation of the trustee's indemnity may result in a reduction in a super payout.

The indemnity does not apply to:

- liabilities arising out of fraud, dishonesty or intentional or reckless neglect or default, or
- amounts, such as penalties, for which indemnification is not permitted under Government legislation.

Plan rules

The governing rules of your Plan include:

- the trust deed that governs the operation of the Mercer Super Trust
- the designated rules covering the general operation of your Plan, and
- the benefit design schedule that sets out the specific details of your Plan.

The governing rules of your Plan together with relevant laws and regulations, set out the rules and procedures under which the Mercer Super Trust and your Plan operate and also set out the trustee's duties and obligations to you.

The governing rules are available on mercersuper.com.au/documents.

Amendments to your Plan and Plan rules

Sometimes the governing rules' provisions need to be amended.

The trustee has the power to amend all or any of the provisions of the trust deed and designated rules.

Any amendment must comply with the restrictions in the trust deed, designated rules and any applicable Government requirements.

Your employer can also decide to vary its contributions to your Plan. Any amendment or variation has to comply with the law and governing rules. Member payouts may be adjusted if your Plan is closed, or contributions varied.

How super is taxed

Superannuation is generally taxed at three stages:

- when certain contributions are received
- when investment income is earned, and
- when super benefits are paid out in cash.

Contributions limits and tax issues can be complex. We have provided a general summary of the way superannuation is taxed based on laws current at the date of this Booklet.

The information applies to Australian or New Zealand citizens or Australian permanent residents. If you are an Australian or New Zealand citizen or an Australian permanent resident but are currently not a resident of Australia for tax purposes, different tax rules will apply.

Refer to the *Contributions* Fact Sheet for more details about:

- Concessional and non-concessional contributions,
- Tax treatment of contributions,
- Tax on contributions where there is No Tax File Number (TFN)
- Current annual contribution limits, and
- Claiming a deduction for super contributions.

Refer to the *Tax on lump sum super payouts* Fact Sheet for more information about tax on lump sum super benefits paid to you or to your dependants.

All *Fact Sheets* are available at mercersuper.com.au/pds.

Visit the ATO website for further information about tax and your super (ato.gov.au).

Tax on contributions

The tax paid on super contributions depends on:

- whether the contribution is concessional or non-concessional
- the amount of the contribution
- whether the trustee has your TFN, and
- your level of income.

Tax on investment income

Generally, the trustee is liable to pay tax at a maximum rate of 15% on:

- all investment income
- realised capital gains from assets held for less than 12 months, and
- two-thirds of realised capital gains from assets held for 12 months or more.

A realised capital gain is when an asset is actually sold for more than the original purchase price.

The trustee won't be liable to pay tax on gains received from Mercer Super Trust investments in pooled super trusts and statutory funds of life insurance companies. This is because the pooled super trust or life office would have already deducted tax.

The actual rate at which the trustee pays tax may be reduced below 15% due to the effect of various tax credits (including franking credits) and rebates.

Tax on super benefits

You may have to pay tax on your super benefit when it is paid from the Mercer Super Trust. The actual amount of tax you may have to pay depends on:

- your age when your super benefit is paid
- the type of benefit and its tax components, and
- some other factors including your residency and citizenship status.

Super benefits for Australian or New Zealand citizens or an Australian permanent resident are generally:

- tax free when paid from age 60 (although tax may be payable on some death and temporary disability benefits and FHSSS releases)
- taxable when paid before age 60.

No Tax File Number

If we do not have your TFN:

- you will pay extra tax on employer contributions, salary sacrifice contributions and possibly on your super benefit, and
- we cannot accept your personal contributions (including any spouse contributions).



We recommend that you get advice from a licensed or appropriately authorised financial adviser about how the tax laws affect you, especially if you are considering making large contributions, or retiring. This is because the tax treatment of super can be complex and may change at any time.

You should also get appropriate advice while you build your super.

Enquiries and complaints

Call the Helpline

Phone **1800 682 525** or if calling from outside Australia on **+61 3 8306 0900** from 8am to 7pm AEST Monday to Friday.

We can help you in a number of languages, simply ask for a translator when you call.

Email: MSALCustomer.Complaints@mercero.com

Write to:

Enquiries and Complaints Officer
Mercer Super Trust
GPO Box 4303
Melbourne VIC 3001

Please include your Plan name and your member number when writing to us.

Information regarding the Mercer Super Trust complaints process can be accessed online. Go to mercero.com.au/documents/governance-and-trustee-documents/ and select the Mercer Complaints Management Procedures. A hard copy can also be provided on request.

The trustee always seeks to resolve any complaints to the satisfaction of all concerned and in the best interests of all members of the Mercer Super Trust. We will acknowledge your complaint as soon as practicable. We will provide you a response no later than 45 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 provide you a delay notification advising you the reasons for the delay, as well as your rights to complain to the Australian Financial Complaints Authority (AFCA).

If you have made a complaint and are not satisfied with the outcome, or we have not resolved your complaint within the required timeframe, you can complain to AFCA. AFCA is a fair and independent body that can assist you with further resolving your complaint at no cost to you.

You can contact AFCA as follows:

Mail Australian Financial Complaints Authority
Limited
GPO Box 3, Melbourne VIC 3001

Phone 1800 931 678

Email info@afca.org.au

Website www.afca.org.au

Some complaints must be lodged with AFCA within set timeframes or may be outside of AFCA's jurisdiction. Contact AFCA directly for more information about their time limits and other requirements.

Cooling off

If you join Mercer MyChoice, you have 14 days after you commence your membership in the Mercer Super Trust during which you can cancel your membership in Mercer MyChoice. This is called the cooling off period.

This 14 day period starts from the earlier of the date you received written confirmation of your membership or five days after your application has been accepted. You will lose your right to cool off if you exercise any other rights in respect of Mercer MyChoice within the 14 day period.

If you wish to cancel your membership you must do so in writing to the trustee of the Mercer Super Trust. If you cancel your membership during the cooling off period, the amount refunded will be calculated by reference to the price at which the units would have been acquired if you had acquired them on the day the cooling off right was exercised. The amount refunded will be adjusted to take account of payouts or distributions made to you during your membership, tax and reasonable transaction or administration costs.

The amount refunded may be more or less than the amount you initially invested.

The refund will be paid in accordance with the following rules:

- any preserved or restricted non-preserved amounts will be transferred to a regulated superannuation fund, approved deposit fund (ADF) or Retirement Savings Account (RSA) nominated by you, and
- any other amounts will be paid as directed by you.

You have one month from notifying us that you want to cancel your membership in Mercer MyChoice to nominate where you want the funds to be transferred.

If no nomination is received or your nominated superannuation entity does not accept the nomination, the refundable amount may be transferred to the ATO and you will no longer have any rights under the Mercer Super Trust and any insurance cover you may have had through your Plan will cease if your super is transferred to the ATO.

