

HEALTH WEALTH CAREER

FINANCIAL SERVICES GUIDE

MERCER CONSULTING (AUSTRALIA) PTY LTD

ISSUED: 8 JULY 2019



MAKE TOMORROW, TODAY



WHAT IS A FINANCIAL SERVICES GUIDE?

This Financial Services Guide (**FSG**) is designed to help you understand the financial services Mercer Consulting (Australia) Pty Ltd is able to offer you and to assist you in deciding whether to use the services and products we provide. It contains information about:

- Who we are and how we can be contacted.
- The services and products we are authorised to provide.
- Remuneration that may be paid to us and other relevant persons in relation to the services and products offered.
- Who to contact should you have a complaint.

We are required to provide you with the information contained in this document if we are likely to deal on your behalf or provide you with financial product advice.

We may provide you with factual information and in some circumstances may provide general financial product advice. General financial product advice is a recommendation or an opinion given orally or in writing that can influence you to make a decision about financial products but does not take into account your particular objectives, financial situation or needs.

OTHER DOCUMENTS YOU MAY RECEIVE FROM US

If we provide you with personal financial product advice and you are a retail client then you will also receive a Statement of Advice or other document that will contain the advice, basis for the advice and information about fees and any associations that we have that may influence our advice.

WHO ARE WE?

Mercer Consulting (Australia) Pty Ltd (**'Mercer Consulting'**) is a wholly owned subsidiary of Mercer (Australia) Pty Ltd (**'Mercer Australia'**), which is part of the Mercer group of companies (**'Mercer'**) and a member of the Marsh & McLennan Companies (**'MMC'**). Other entities owned by Mercer Australia include Mercer Investment (Australia) Limited, Mercer Superannuation (Australia) Limited, Mercer Outsourcing (Australia) Pty Ltd, Mercer Financial Advice (Australia) Pty Ltd, and Mercer Administration Services (Australia) Pty Ltd.

Mercer Consulting provides a range of consulting services which are described in the "*The services we provide*" section.

THE SERVICES WE PROVIDE

Under Mercer Consulting's Australian Financial Services Licence (**AFSL**) #411770, we are authorised to provide the following services and products:

We provide financial product advice to retail clients in respect of Superannuation and Retirement Savings Accounts.

We provide financial product advice and deal in financial products (by acquiring, varying or disposing of a financial product on behalf of another person) to wholesale clients for the following classes of financial products:

- (i) Superannuation and Retirement savings accounts;
- (i) Deposit and payment products;
- (iii) Derivatives;
- (iv) Foreign exchange contracts;
- (v) Debentures, stocks or bonds issued or proposed to be issued by a government;
- (vi) Life products;
- (vii) Interests in managed investment schemes; and
- (viii) Securities;

HOW YOU CAN PROVIDE INSTRUCTIONS TO US

Some products in relation to which we provide financial services have their own rules about how to provide instructions or carry out certain transactions. Please refer to the offer documents of the relevant product for these details. Alternatively, if you want to contact us for a general enquiry or complaint please see our contact details in the "Enquiries and Complaints" Section of this FSG.

HOW ARE WE REMUNERATED?

The fees payable in respect of financial services we provide are explained below.

ADVISORY SERVICES

The type and amount of fees for the advisory services we provide will depend on the nature and complexity of the services. Our advisory fees can take any one or more of the following forms:

- Ongoing annual fee.
- Out of pocket expenses.
- Fee agreed at the commencement of a project.

We will discuss and agree the fee methodology with you in writing in advance of provision of the service.

WHAT IS PAID TO OUR EMPLOYEES FOR PROVIDING FINANCIAL SERVICES TO YOU?

Our directors and employees who provide the financial services described in this FSG receive a salary. Employees may also be rewarded by monetary and non-monetary benefits.

Additional monetary benefits are provided through an incentive program where employees may receive an annual bonus payment related to their contribution to Mercer's performance which is measured against pre-determined objectives including a combination of:

- Client satisfaction.
- Efficient and productive business processes.
- Personal initiatives.
- Contribution towards financial growth and profitability.

Non-monetary benefits may include shares, conferences and functions (both in Australia and overseas), study support and gifts such as movie and theatre tickets.

All Mercer directors, officers, employees and temporary employees are subject to its global *Gifts and Entertainment Policy*, which is designed to ensure that they are not unduly influenced by the receipt of gifts, meals and entertainment. The policy defines our minimum standards for gifts and entertainment offered or accepted on behalf of the Mercer or in connection with Mercer business.

It is not possible to determine in advance what (if any) additional benefits any employee will receive as these benefits are not generally attributed to any particular product (that the employee recommends or advises on) or service they provide.

RELATED PARTIES

Mercer is a member of MMC, a public company listed on the New York Stock Exchange.

Mercer Consulting and other entities within Mercer and MMC are market leading service providers in their respective fields. The Mercer and MMC entities provide professional services and products to each other and receive fees under these arrangements. Where related party transactions take place, we follow strict protocols and policies to ensure any potential or actual conflicts that may arise are identified and dealt with in accordance with Mercer's *Conflicts Management Framework*.

Some of the products we recommend or distribute are offered by Mercer entities. If you invest in a product offered by a Mercer entity, then that entity will receive remuneration which will ultimately benefit us and other members of MMC. The details of the remuneration payable to a Mercer entity in respect of products issued by that entity will be described in the PDS for the particular product.

FURTHER INFORMATION

You may request details of the fees and benefits that may be payable, however any request must be made within a reasonable time after you are given this FSG and before the financial services identified in this FSG are provided to you.

YOUR PRIVACY

We take your privacy seriously because we know you do. All personal information is dealt with in accordance with the Mercer Australia Privacy Policy.

The Mercer Australia Privacy Policy details how we comply with the Privacy Act in the handling of your personal information. You should familiarise yourself with the Mercer Australia Privacy Policy to ensure that you understand how Mercer collects, uses and discloses your personal information.

You can view the Mercer Australia Privacy Policy via our website at www.mercer.com.au. It is important to ensure that the personal information we retain about you is accurate, complete and up-to-date. Accordingly, if you have any concerns about the completeness or accuracy of the information we have about you or would like to access or amend your information, simply call us on 1300 728 928.

ENQUIRIES AND COMPLAINTS

We have a process in place for dealing with any enquires or complaints you may have. If you have an enquiry or complaint you can call us on 1300 728 928 or write to:

Mercer Consulting (Australia) Pty Ltd
GPO Box 9946
Melbourne VIC 3001

We will acknowledge a complaint within 14 days and will communicate our decision to you within 45 days.

We seek to resolve any complaints to the satisfaction of all concerned.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority ('**AFCA**'). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You can contact AFCA via:

Website: www.afca.org.au

Telephone: 1800 931 678 (free call)

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

COMPENSATION ARRANGEMENTS

As an AFSL holder, Mercer Consulting has Professional Indemnity insurance that complies with the requirements of the Corporations Act. This insurance covers claims arising from the conduct of our employees and representative, including those who no longer work for a Mercer entity (but who did at the time of the relevant conduct).

WHERE MERCER OFFICES ARE LOCATED IN AUSTRALIA

Mercer operates in more than 20 countries globally. In Australia, our offices are located in:

Adelaide

Level 6
70 Franklin Street
Adelaide SA 5000
Tel 08 8110 3400

Brisbane

111 Eagle Street
Brisbane QLD 4000
Tel 07 3234 4900

Melbourne

727 Collins Street
Docklands VIC 3008
Tel 03 9623 5555

Parramatta

Level 4
3 Horwood Place
Parramatta NSW 2150
Tel 02 8864 6000

Perth

225 St Georges Terrace
Perth WA 6000
Tel 08 9289 3700

Sydney

One International Towers Sydney
100 Barangaroo Avenue
Sydney NSW 2000
Tel 02 8864 6800

Wheelers Hill

Suite 9, Level 1
2 Brandon Park Drive
Wheelers Hill VIC 3150
Tel 03 8888 4300

Wollongong

5 Old Springhill Road
Coniston NSW 2500
Tel 02 4298 6437

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