

Mercer Consulting (Australia) Pty Ltd

Financial Services Guide (FSG)

Issued 1 October 2021

Introduction

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 (referred to as 'Mercer Consulting', 'we', 'us' or 'our'), ABN 55 153 168 140 AFSL 411770, is able to offer you, and:
- Assist you in deciding whether to use the services and products we provide.

The FSG contains information about:

- Who we are and how we can be contacted.
- The services and products we are authorised to provide.
- How we and Mercer employees are remunerated.
- 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 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.

About us?

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. The Marsh & McLennan Companies (NYSE: MMC) is a global group of companies offering advice and solutions in the areas of risk, strategy and human capital.

Mercer Consulting provides a range of consulting services which are described on page 3. More information about related parties can be found on page 5.

Your privacy

We take your privacy seriously. All personal information is dealt with in accordance with the Mercer Australia Privacy Policy.

The Mercer Australia Privacy Policy, available at mercerc.com.au/privacy.html, 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 may collect, use and disclose your personal information.

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**.

What services do we offer?

Our services

Under Mercer Consulting's Australian Financial Services Licence ('AFSL'), 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:

- Superannuation and Retirement savings accounts
- Deposit and payment products
- Derivatives
- Foreign exchange contracts
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life products
- Interests in managed investment scheme, and
- Securities.

Providing instructions to us

Some products we recommend or advise on 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.

How are we remunerated?

Fees for our services

The fees received by us in respect of the financial services we provide are explained below.

We will not charge any fee for preparing fee proposals and tender documentation.

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:

- Retainer 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 Mercer employees for providing financial services to you?

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

Additional monetary benefits are provided through an incentive program where employees may receive short and long-term incentives, including bonus payments.

This can be 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, health and well-being programs and gifts such as movie and theatre tickets.

All Mercer directors, officers, representatives, employees and temporary employees are subject to Mercer's 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, restrictions and reporting requirements for gifts and entertainment offered or accepted on behalf of the Company or in connection with Company business.

It is not possible to determine in advance what (if any) additional benefits any Mercer 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, enquiries and complaints

Related parties

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

Mercer Consulting, Mercer and the other Marsh & McLennan Companies are professional service providers in their respective fields, which may provide professional services and products to each other and receive fees under these arrangements.

All services are provided and fees paid are made on usual commercial terms and on an arm's length basis.

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 other Mercer entities. If you invest in a Mercer product offered by another Mercer entity, that entity will receive remuneration. The details of the remuneration payable to a Mercer entity in respect of products issued by that entity will be described in the offer document for the particular product.

You can also view Mercer's conflict of interest statements at mercerc.com/clients/conflicts-of-interest-mercerc-investments.html.

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.

Enquiries and Complaints

We have a process in place for dealing with any enquiries or complaints you may have. If you have an enquiry or complaint you can contact us via:

Telephone: 1300 728 928

Email: MercerFundsAU@mercerc.com

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

We will acknowledge receipt of each complaint promptly and will communicate our decision to you within 30 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

Insurance and compensation arrangements

Mercer Consulting and other licensed Mercer entities have Professional Indemnity insurance that satisfies legal and regulatory requirements. This insurance covers claims arising from the conduct of Mercer employees and representatives, including former employees if applicable.

Mercer offices locations in Australia

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

Adelaide

Level 3, 148 Frome 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