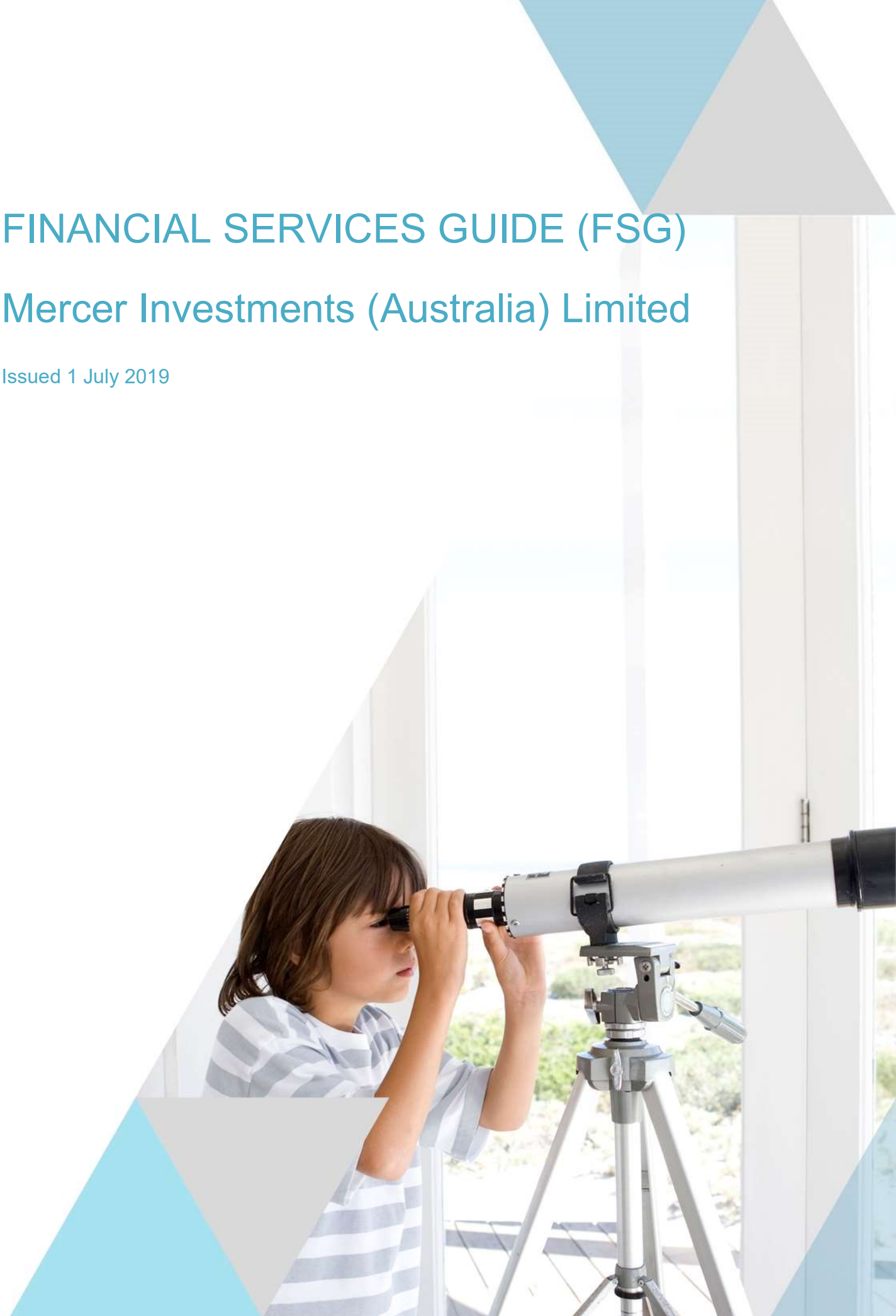


# FINANCIAL SERVICES GUIDE (FSG)

## Mercer Investments (Australia) Limited

Issued 1 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 Investments (Australia) Limited ABN 66 008 612 397 AFSL 244385 ('Mercer Investments') 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
- How we and our 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.

If you are a retail client seeking personal financial product advice, we may refer you to another Mercer entity that is authorised to provide personal advice to retail clients.

## OTHER DOCUMENTS YOU MAY RECEIVE FROM US

If you consider investing in one of our products, we may also provide you with a Product Disclosure Statement or an Information Memorandum, collectively referred to as 'offer documents'. An offer document provides a summary of important information about a particular product such as details about fees and costs, the risks associated with the product, and how your money will be invested, to assist you to make a decision about that product. These offer documents should be read carefully before you make an investment decision.

If you are a wholesale client and we provide you with personal financial product advice, you will also receive other documents that will contain the advice, the basis of the advice and information about fees, and any associations that we have that may influence our advice.

## WHO ARE WE?

Mercer Investments is a wholly owned subsidiary of Mercer (Australia) Pty Ltd, 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 Investments provides a range of investment advisory services and is the Responsible Entity for the Mercer Multi-Manager Funds and the Mercer Portfolio Service Investment Plan.

The financial services and products offered by us are described below in the "Our Services" section.

## OUR SERVICES

Under Mercer Investments' Australian Financial Services Licence ('AFSL'), we are authorised to provide the following services and products.

### Investment Management

We are authorised to operate managed investment schemes that invest in derivatives and financial assets, which include the Mercer Multi-Manager Funds as well as the Mercer Portfolio Service Investment Plan.

### Financial Product Advice

We provide financial product advice that is general advice to retail clients, and general and personal advice to wholesale clients, in respect of the following financial products:

- Derivatives
- Foreign Exchange Contracts
- Government Debentures, Stocks or Bonds
- Life Insurance Products
- Managed Investment Schemes including Investor Directed Portfolio Services
- Securities, and
- Superannuation and Retirement Savings Accounts.

### Other Services

We are also authorised to provide custodial or depository services, other than investor-directed portfolio services.

## PROVIDING 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.

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.
- Fee agreed at the commencement of a project.
- Performance fees and asset based fees.

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

### Investment management services

Investment management fees are based on the fees and costs set out in the offer document for each Mercer Fund or as negotiated on a client by client basis. The negotiated fees will be disclosed in a separate Fee Agreement between you and us.

#### **For Retail Clients Investing via a Service Provider**

Investment management fees are based on the fees and costs set out in the offer document relevant to the particular financial product if you invest via a Service Provider. Typically, your Service Provider may be your adviser, your employer, a trustee of a superannuation fund, a platform operator or responsible entity of a managed investment scheme.

## 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 short term incentives, including bonus payments.

This can be measured against pre-determined objectives including, but not limited to, a combination of:

- Client satisfaction.
- Efficient and productive business processes.
- Personal initiative, objectives and learning goals.
- 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 Company or in connection with Company 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 Marsh & McLennan Companies, a public company listed on the New York Stock Exchange.

Mercer Investments and other entities within Mercer and the Marsh & McLennan Companies are professional service providers in their respective fields. The Mercer and Marsh & McLennan Companies entities provide professional services and products to each other and receive fees under these arrangements.

Mercer Investments has arranged for Mercer Financial Advice (Australia) Pty Ltd ('MFAAPL') to provide various services for the Mercer Portfolio Service Investment Plan, including the daily management of the Plan's operations, marketing and administration services. MFAAPL is remunerated for these services from the fees they receive from investors in the Plan. You can refer to the PDS for the Mercer Portfolio Service Investment Plan for more information.

Some of the products we recommend or distribute are offered by other Mercer entities. If you invest in a product offered by a Mercer entity, that entity will receive remuneration which will ultimately benefit Mercer and other members of the Marsh & McLennan Companies. 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.

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.

You can also view Mercer's conflict of interest statements at <https://www.mercer.com/clients/conflicts-of-interest-merc-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.

## 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 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.

You can view the Mercer Australia Privacy Policy via our website at [mercer.com.au/privacy.html](http://mercer.com.au/privacy.html). 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 Investments (Australia) Limited  
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 and in the best interests of the investors of each Fund.

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](http://www.afca.org.au)  
**Telephone:** 1800 931 678 (free call)  
**Mail:** Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

## Compensation Arrangements

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

## MERCER OFFICE LOCATIONS IN AUSTRALIA

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

### **Adelaide**

70 Franklin St  
Adelaide SA 5000  
Tel 08 8110 3400

### **Brisbane**

111 Eagle St  
Brisbane QLD 4000  
Tel 07 3234 4900

### **Melbourne**

727 Collins St  
Docklands VIC 3008  
Tel 03 9623 5555

### **Parramatta**

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

