

Financial Services Guide

Mercer Investments (Australia) Limited

Issued by Mercer Investments (Australia) Limited, ABN 66 008 612 397, AFSL 244385

About this document

This Financial Services Guide (**FSG**) is an important document, that we are required to provide to you in accordance with our Australian Financial Services Licence (**AFSL**). It provides you with information about Mercer Investments (Australia) Limited (**MIAL**), referred to as **'we'**, **'us'** or **'our'** throughout this document, and the financial services and financial products that we provide.

This FSG is designed to assist you in deciding whether to use the financial services and financial products we offer. It includes important information about:

- Who we are and how we can be contacted.
- The financial services and financial products we are authorised to offer.
- The relationships or associations we have with product issuers and service providers.
- How we, Mercer employees and related companies are remunerated.
- Our internal and external dispute resolution procedures and how you can access them.
- Our insurance and compensation arrangements.

Other documents you may receive

If you are considering investing in any of our financial products, we will provide you with access to the relevant Product Disclosure Statement or an Information Memorandum, collectively referred to in this FSG as **'Offer Documents'**.

An Offer Document provides a summary of important information about a particular financial product (such as details about fees and costs, the risks associated with the financial product and how your money will be invested) to assist you to make an informed decision about that particular financial product. You should carefully consider the Offer Document(s) for the relevant financial product before you make an investment decision.

You can also access a copy of the Target Market Determination, where applicable, via our website, [mercerc.com.au/mercerfunds](https://www.mercer.com.au/mercerfunds).

The information contained in this FSG is general information only and has been prepared without taking into account any particular person's objectives, financial situation or needs. MIAL provides no warranty regarding the suitability of any of the services described in this FSG for any person.

Who are we?

MIAL is a wholly owned subsidiary of Mercer (Australia) Pty Ltd ABN 32 005 315 917 (**Mercer Australia**) and part of the Mercer group of companies (**Mercer**). Mercer is a business of Marsh (NYSE: MRSB) (**Marsh**). Marsh is a global professional services firm helping clients navigate complexity and seize opportunities with market leading, specialised capabilities across risk, reinsurance and capital, people and investments, and management consulting. MIAL is the responsible entity (or trustee, where applicable) for the following managed investment schemes (**MIS**) (collectively referred to as '**the Funds**):

- Mercer Funds and the Mercer Investment Funds.
- Advance Investment Funds.
- Mercer Indexed Funds.
- Managed Portfolio Series Funds.

Financial Services and products we are authorised to provide

Under our AFSL, we are authorised to provide the following financial services and financial products.

Investment management services

To operate registered MIS that invest in financial assets and derivatives.

Financial product advice and dealing

To provide general financial product advice to retail clients, financial product advice to wholesale clients and deal in relation to retail and wholesale clients in respect of the following financial products:

- Deposit and payment products limited to:
 - Basic deposit products or
 - Deposit products other than basic deposit products
- Derivatives

- Government debentures, stocks and bonds
- Foreign exchange contracts
- Interests in MIS, including investor directed portfolio services (**IDPS**)
- Life products
- Securities
- Superannuation and retirement savings accounts.

Other financial services

To provide custodial or depository services, other than IDPSs.

Under our AFSL, we are not authorised to provide personal financial product advice. We may only provide you with factual information and general financial product advice regarding certain financial products, which does not take into account your personal objectives, financial situation or needs. You should consult and obtain professional financial and/or taxation advice suitable to your personal circumstances.

Other Mercer entities are authorised to provide personal financial product advice to retail clients and we can facilitate a referral if requested.

Providing instructions to us

We offer a range of financial products, and some have their own rules about how to provide us with instructions to carry out certain transactions. Please refer to the Offer Document of the relevant financial product for these details or contact us for more information.

Remuneration

Fees for our financial services

The fees we receive for the financial services we provide are explained below. We do not charge any fee for preparing fee proposals and tender documentation.

Investment management services

For direct investors investing in the Funds

Investment management fees received by us will be based on the fees and costs set out in the Offer Document for each Fund, or as negotiated with wholesale clients on a client-by-client basis (in which case it will be disclosed in a separate fee agreement).

For indirect investors (including retail clients) investing in the Funds via a service provider

Indirect investors should refer to the offer documents applicable to their service provider for details on fees and costs applicable to the particular financial product they invest in via the service provider. A service provider may be the operator, custodian or trustee of a platform (IDPS or IDPS-like scheme), nominee or custody service, superannuation fund or managed account that invests on behalf of an indirect investor.

Investment management fees received by us, payable by indirect investors, will be based on the fees and costs set out in the offer document relevant to the particular financial product indirect investors invest in.

What is paid to Mercer employees for providing financial services?

Mercer directors and employees receive a salary, and non-executive directors receive a fee for services provided. 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, but not limited to, a combination of:

- Client satisfaction.
- Efficient and productive business processes.
- Personal initiative, objectives and learning goals.
- Investment performance.
- 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, as well as gifts (such as movie and theatre tickets).

All Mercer directors, officers, representatives, employees and temporary employees are subject to Marsh's *Giving and Receiving: Gifts, Entertainment and Contributions Policy*, which is designed to ensure that they are not unduly influenced by the receipt of gifts, meals and entertainment. This policy defines Marsh's minimum standards, restrictions and reporting requirements for gifts and entertainment offered or accepted on behalf of Marsh or in connection with its businesses. A copy of this policy is available on request by contacting us.

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 financial product that the employee recommends or advises on, or any financial service they provide.

Other information

Related parties and conflicts of interest

Marsh is a global professional services firm bringing together capabilities across risk, reinsurance and capital, people and investments, and management consulting.

Professional services and products may be provided across Marsh businesses, with fees charged and received in connection with these services and products.

Details of remuneration payable to a related entity in respect of financial products issued by MIAL will be described in the Offer Documents for the particular financial product. In addition, MIAL has arranged for:

- Mercer Australia and Mercer Services Australia Pty Limited, ABN 68 660 750 729, to provide staff and other resources via internal resourcing arrangements typically paid for by us.
- Mercer Consulting Australia Pty Limited (**MCAPL**), ABN 55 153 168 140, to provide investment consulting and certain specialised services to the Funds, including:
 - Specialised asset consulting advice
 - Monitoring and oversight services in relation to custody, fund administration and securities lending
 - Operational risk assessment reports.

MCAPL is paid a fee out of certain Funds (as set out in the relevant Offer Document(s)) for the provision of these services.

- Mercer Outsourcing (Australia) Pty Ltd (**MOAPL**), ABN 83 068 908 912, to provide a range of services including:
 - Fund Accounting;
 - Tax;
 - Treasury;

- Various marketing,
- Project implementation; and
- Management services.

We pay MOAPL a fee for the provision of these services, which in certain cases we may then recover from the Funds (as set out in the relevant Offer Document(s)).

All services are provided on usual commercial terms and on an arm's length basis. Where these fees are paid out of Fund assets they are included in the Indirect Costs disclosed in the Fees and Costs section of the relevant Offer Document(s).

If you invest in a financial product offered by another Mercer entity, that entity will receive remuneration.

Conflicts management

In the course of managing the Funds, we may face conflicts in respect of our duties in relation to the Funds, related parties and our own interests. We will manage such conflicts in accordance with our *Conflicts Management Framework and Policy*.

You can view Mercer's conflict of interest statements at www.mercer.com/clients/conflicts-of-interest-mercero-investments.

Privacy information

We take your privacy seriously. All personal information collected from you is dealt with in accordance with the *Mercer Australia Privacy Policy*, which details how we comply with our obligations under Australian Privacy Principles and the *Australian Privacy Act (Cth) 1988* in the handling of your personal information in order to provide you with the financial services and products outlined in this FSG.

A copy of this policy is available at [Privacy Policy](#) or you can contact us.

You should familiarise yourself with this policy to ensure that you understand how we may collect, use and disclose your personal information.

Indirect investors

We do not generally receive or hold any personal information about indirect investors investing via a service, such as an IDPS or IDPS-like scheme, unless such information is required to be recorded for the purpose of handling complaints or communication received from an indirect investor.

Direct investors

Direct investors consent to the manner in which we collect, disclose, use and hold 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 amend or access your information, please contact us.

In addition, the relevant Offer Document(s) for a particular financial product will detail the type of information we require and hold about direct investors in that financial product, as well as how we will deal with that information.

Insurance and compensation arrangements

Mercer Australia has professional indemnity insurance that satisfies the regulatory requirements for compensation arrangements under section 912B of the *Corporations Act (Cth) 2001*. Subject to terms and conditions, the insurance covers civil liability resulting from third party claims concerning professional services provided by MIAL and Mercer.

This insurance covers claims arising from the conduct of Mercer employees and representatives, including former employees (if applicable) in respect of professional services performed while they were employed by Mercer.

If you have a complaint

We have a process in place for dealing with complaints. If you have a complaint, you can contact us by:

Telephone: 1300 728 928

Email: MercerFundSupport@mercerc.com

We will acknowledge receipt of each complaint within one business day or as soon as possible after receiving the complaint. We will aim to resolve your complaint as soon as practicable, but a response will be provided not more than 30 days after receipt.

We aim to resolve complaints promptly and fairly. If you are not satisfied with the outcome, you may be able to take your complaint to the Australian Financial Complaints Authority (**AFCA**). AFCA is an external dispute resolution service that covers complaints by investors in registered managed investment schemes.

You can contact AFCA in the following ways:

Website afca.org.au

Email info@afca.org.au

Telephone 1800 931 678 (free call)

Mail GPO Box 3, Melbourne VIC 3001

How to contact us

If you have any questions regarding the information contained in this FSG, you can contact us using the details listed below:

Phone: 1300 728 928 - Monday to Friday
8.30am to 5.30pm (AEST/AEDT)

Email: InvestorHelpAU@mercerc.com

Mail: GPO Box 9946
Melbourne VIC 3001