



Mercer Investments (Australia) Limited

# Financial Services Guide (FSG)

Issued 1 October 2021

welcome to brighter

# Introduction

## What is a Financial Services Guide?

This Financial Services Guide ('FSG') is designed to:

- Help you understand the financial services Mercer Investments (Australia) Limited (referred to as 'Mercer Investments', 'we', 'us' or 'our'), ABN 66 008 612 397 AFSL 244385, is able to offer you, and
- Assist you in deciding whether to use the services and products we provide.

This 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.

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 we have that may influence our advice.

## About us

Mercer Investments 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 Investments provides a range of investment advisory services and is the Responsible Entity (or Trustee, where applicable) for the Mercer Funds, Mercer Investment Funds and the Mercer Portfolio Service Investment Plan.

The financial services and products offered by us are described on page 3.

## 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 [mercer.com.au/privacy.html](https://mercer.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**.

In addition, the offer document for a particular product will detail the type of information we require and hold about direct investors in that product, and how we will deal with that information. We generally will not receive or hold any personal information about indirect investors in such products who may investing via a Service, such as an Investor Directed Portfolio Service (IDPS) or IDPS-like scheme.

# What financial services and products do we offer?

## Our services

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

### Investment management services

We are authorised to operate managed investment schemes that invest in financial assets and derivatives. These schemes include the Mercer Funds and Mercer Investment 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 financial product advice to wholesale clients, in respect of the following financial products:

- Managed Investment Schemes, including Investor Directed Portfolio Services
- Derivatives
- Foreign Exchange Contracts
- Government Debentures, Stocks and Bonds
- Life Insurance Products
- 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

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

## 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.

#### Investment management services

##### **For direct investors investing in the Mercer Funds**

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

##### **For indirect investors (including retail clients) investing in the Mercer Funds via a Service Provider**

Investment management fees payable by you will be 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. Generally, we will receive a portion of the investment management fees from your Service Provider.

#### 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.

### What is paid to Mercer employees for providing financial services?

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, but not limited to, a combination of:

- Client satisfaction
- Efficient and productive business processes
- Personal initiative, objectives and learning goals
- Investment performance of the Mercer Funds
- 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 our 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 Marsh & McLennan Companies, a public company listed on the New York Stock Exchange.

Mercer Investments, 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.

The details of the remuneration payable to a Mercer entity in respect of products issued by us will be described in the offer document for the particular product. In addition, 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 it receives from investors in the Plan. You can refer to the PDS for the Mercer Portfolio Service Investment Plan for more information.
- Mercer Australia to provide staff and other resources via internal resourcing arrangements paid for by us.
- Mercer Outsourcing (Australia) Pty Ltd ('MOAPL') to provide certain cash management services in relation to cash accounts held under investment management agreements to maximise the interest earned. MOAPL is paid a fee out of the Mercer Funds, Mercer Investment Funds and the Mercer Portfolio Service Investment Plan's assets for the provision of these services.

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

Some of the products we recommend or distribute are offered by other Mercer entities. If you invest in a product offered by another Mercer entity, that entity will receive remuneration.

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 [mercer.com/clients/conflicts-of-interest-mercer-investments.html](https://mercer.com/clients/conflicts-of-interest-mercer-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@mercer.com](mailto:MercerFundsAU@mercer.com)

**Mail:** Mercer Investments (Australia) Limited  
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 and in the best interests of the investors of each Mercer Fund, Mercer Investment Fund and Mercer Portfolio Service Investment Plan.

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

### Insurance and 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

Level 3, 148 Frome Street  
Adelaide SA 5000

Tel 08 8110 3400

### Perth

225 St Georges Terrace  
Perth WA 6000

Tel 08 9289 3700

### Brisbane

111 Eagle St  
Brisbane QLD 4000

Tel 07 3234 4900

### Sydney

One International Towers Sydney  
100 Barangaroo Avenue  
Sydney NSW 2000

Tel 02 8864 6800

### Melbourne

727 Collins St  
Docklands VIC 3008

Tel 03 9623 5555

### Wheelers Hill

Suite 9, Level 1  
2 Brandon Park Drive  
Wheelers Hill VIC 3150

Tel 03 8888 4300

### Parramatta

3 Horwood Place  
Parramatta NSW 2150

Tel 02 8864 6000

### Wollongong

5 Old Springhill Road  
Coniston NSW 2500

Tel 02 4298 6437