

Mercer Investments (Australia) Limited

Financial Services Guide

1 July 2022

Mercer Investments (Australia) Limited
ABN 66 008 612 397, Australian Financial Services Licence #244385

About this document

This Financial Services Guide ('FSG') is an important document that we, Mercer Investments (Australia) Limited, (ABN 66 008 612 397, Australian Financial Services Licence No. 244385) (referred to as 'Responsible Entity', 'MIAL', 'we', 'us' or 'our' throughout this document), are required to provide you. This document contains 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; and
- our internal and external dispute resolution procedures and how you can access them.

This FSG is designed to assist you in deciding whether to use the financial services and financial products we offer.

Other documents you may receive

If you consider investing in one of our financial products, we may also provide you with a Product Disclosure Statement ('PDS') or an Information Memorandum, collectively referred to 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 a decision about that financial product. The Offer Document should be read carefully before you make an investment decision.

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

Who are we?

MIAL is a wholly owned subsidiary of Mercer (Australia) Pty Ltd ('Mercer Australia'), which is part of the Mercer group of companies ('Mercer'). Mercer is a member of the Marsh & McLennan Companies ('Marsh & McLennan') (NYSE: MMC) - a global group of professional services companies offering advice and solutions in the areas of risk, strategy and human capital.

MIAL is the Responsible Entity (or Trustee, where applicable) for the Mercer Funds, the Mercer Investment Funds and the Mercer Portfolio Service Investment Plan ('MPSIP'). The Mercer Funds and Mercer Investment Funds are a series of managed investment schemes and the MPSIP is an investment wrap. MIAL also provides a range of implemented investment consulting solutions.

The financial services and financial products offered by us are described in this FSG.

Financial services and products we are authorised to provide

Our financial services

Under MIAL's Australian Financial Services Licence, we are authorised to provide the following financial services and financial products.

Investment management services

We are authorised to operate registered managed investment schemes that invest in financial assets and derivatives. These schemes include the Mercer Funds, the Mercer Investment Funds and the MPSIP.

Financial product advice and dealing

We are authorised 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;
- interests in managed investment schemes, including investor directed portfolio services ('IDPS');
- derivatives;
- foreign exchange contracts;
- government debentures, stocks and bonds;
- life products;
- securities; and
- superannuation and retirement savings accounts.

Other financial services

We also provide a range of investment, operational due-diligence, transition and custody consulting services to wholesale clients.

Additionally, we are also authorised to provide custodial or depository services, other than IDPSs.

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 personal objectives, financial situation or needs. You should obtain professional financial and/or taxation advice tailored to your personal circumstances.

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 financial product advice to retail clients.

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 received by MIAL in respect of 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 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.

Implemented investment consulting solutions

The type and amount of fees for implemented investment consulting solutions we provide will depend on the nature and complexity of the financial services. These fees can take any one or more of the following forms:

- retainer fee;
- fee agreed at the commencement of a project; and/or
- performance fees and asset based fees.

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

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 of the Mercer Funds; and/or
- 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 & McLennan'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 & McLennan's minimum standards, restrictions and reporting requirements for gifts and entertainment offered or accepted on behalf of Marsh & McLennan or in connection with its businesses. A copy of this policy is available on request.

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.

Related parties, enquiries and complaints

Related parties

The Mercer group of companies are professional service providers in their respective fields. Professional services and products may be provided to each other and fees may be received under these arrangements.

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

- Mercer Financial Advice (Australia) Pty Ltd ('MFAAPL') to provide various services for the MPSIP, including the daily management of the MPSIP's operations, marketing and administration services. MFAAPL is remunerated for these services from the fees it receives from investors in the MPSIP. You can refer to the PDS for the MPSIP for more information.
- Mercer Australia to provide staff and other resources via internal resourcing arrangements paid for by us.
- Mercer Consulting Australia Pty Limited, (MCAPL) to provide investment consulting and certain specialised services to the Mercer Funds, the Mercer Investment Funds and the MPSIP, including:
 - specialised asset consulting advice;
 - monitoring and oversight services in relation to custody, fund administration and securities lending; and/or
 - operational risk assessment reportsMCAPL is paid a fee out of Mercer Funds, the Mercer Investment Funds and the MPSIP's assets for the provision of these services.
- Mercer Outsourcing (Australia) Pty Ltd ('MOAPL') to provide certain marketing, administration and project implementation and management services. MIAL pays MOAPL a fee for the provision of these services which MIAL may then recover from the Mercer Funds.

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

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

Where related party transactions take place, Mercer follows strict protocols and policies to ensure any potential or actual conflicts that may arise are identified and dealt with in accordance with its *Conflicts Management Framework*.

You can also view Mercer's conflict of interest statements at [merc.com/clients/conflicts-of-interest-merc-investments.html](https://www.mercer.com/clients/conflicts-of-interest-merc-investments.html).

Your privacy

We take your privacy seriously. All personal information is dealt with in accordance with the *Mercer Australia Privacy Policy* which details how we comply with our obligations in the handling of your personal information in order to provide the financial products and services to you outlined in this FSG.

A copy of this Policy is available at [merc.com.au/privacy.html](https://www.mercer.com.au/privacy.html) or you can simply call us on **1300 728 928**.

It details how we comply with the Australian Privacy Principles and the Australian Privacy Act 1988 (Cth) in the handling of your personal information. You should familiarise yourself with this 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 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. We generally will not receive or hold any personal information about indirect investors who may invest via a service, such as an IDPS or IDPS-like scheme.

Enquiries and complaints

We have a process in place for dealing with investor enquiries or complaints. Investors with an enquiry or complaint can contact us via email, telephone or mail, using the contact details listed below:

Telephone: 1300 728 928
Email: MercerFundsAU@merc.com
Mail: Mercer Investments (Australia) Limited
GPO Box 9946
Melbourne VIC 3001

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 any complaint as soon as practicable but not more than 30 days after receiving the complaint.

We seek to resolve any complaints to the satisfaction of all concerned and in the best interests of the investors of each product we offer.

If an issue has not been resolved to an investor's satisfaction, they 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.

AFCA can be contacted via:

Website: www.afca.org.au
Telephone: 1800 931 678 (free call)
Mail: GPO Box 3, Melbourne VIC 3001

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 2001 (Cth). Subject to terms and conditions, the insurance covers civil liability resulting from third party claims concerning professional services provided by us, our employees and representatives. 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 are working for us.