# Mercer Your plan details

### 1 April 2023

## **CATERPILLAR®**

#### A guide for members of CatSuper

**Management Accumulation Category** 

Employer Super Corporate Superannuation Division

Your Employer has chosen the Mercer Super Trust as the super plan for its employees. The Mercer Super Trust provides simplicity, flexibility and choice to tailor your super. This Your Plan Details guide (your Plan Guide) is a summary of what is offered by CatSuper (your Plan) and includes:

- fees (if they differ from your Plan's Product Disclosure Statement)
- insurance cover and cost
- investment options (if they differ from your Plan's Product Disclosure Statement), and
- details of the Insurance booklet that applies to your Plan.

#### Your Plan Guide is *not* part of the PDS.

Your Employer means Caterpillar of Australia Pty Ltd ABN 97 004 332 469 and any associated employers.

You should read this Plan Guide in conjunction with the *Product Disclosure Statement* (PDS) for Employer Super, the *Insurance Booklet 1*, the *How Your Super Works* booklet, *Investments* booklet and *Sustainable Investments Information* booklet which all provide more detailed information and are all documents that are part of the *Employer Super PDS*. These can be found at **mercersuper.com.au/pds** under Employer Plan Product Disclosure Statements.

You can elect to join this employer plan (your Plan) by completing the **choice of fund form** and returning it to your Employer. Where you don't complete the form, your Employer will pay your super contributions to the fund advised by the Australian Taxation Office (ATO). If the ATO does not have any fund details, then your Employer will pay your super to their default fund. This is your Employer's default super fund.

## **Plan essentials**

If you join your Plan, your Employer will pay an amount equal to 12% of Salary, subject to minimum of the Superannuation Guarantee (SG) contributions to your Plan for you.

Salary for contributions purposes is generally your regular remuneration. It includes bonuses, commission, overtime and expense allowances or other similar payments.

Ask your payroll department about how you may contribute extra money into super from your pay.

## Fees and costs

The fees and costs are provided in the *PDS* and *How Your Super Works* booklet. These are available at **mercersuper.com.au/pds** under Employer Plan Product Disclosure Statements.

MOAPL receives 11.55% inclusive of GST (10.50% net of GST) of the premiums charged by the Insurer as a fee for administering your Plan's insurance arrangements including underwriting and claims processing. The Insurer pays this fee and it is built into the premium rates described later on in this Plan Guide.

## Investments

The investment options available are provided in your Plan's *PDS* and *Investments* booklet. These are available at **mercersuper.com.au/pds** under Employer Plan Product Disclosure Statements.



Your Plan Guide is only for members of the CatSuper and is issued by Mercer Superannuation (Australia) Limited (MSAL) ABN 79 004 717 533, Australian Financial Services Licence (AFSL) 235906 as trustee of the Mercer Super Trust ABN 19 905 422 981. A reference to the trustee, we or us in this Plan Guide means MSAL.

This Plan Guide contains general information only and does not take into account your individual objectives, financial situation or needs. Before acting on this information, you should consider whether it is appropriate to your individual objectives, financial situation and needs. You should get financial advice tailored to your personal circumstances.

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## Insurance in your super

This section includes insurance eligibility and the type, amount and cost of insurance cover available in your Plan. You should read it in conjunction with the PDS and Insurance Booklet 1 (*Insurance* booklet) which describes the terms and conditions of your insurance cover in your Plan.

## See the Glossary in the *Insurance* booklet for definitions of more insurance terms.

#### What do these terms mean?

| Cover Expiry<br>Age | Age 67 for Death cover<br>Age 67 for TPD cover  |
|---------------------|---|
| Full Time           | means you are employed to work 15 or<br>more hours per week for your Employer.  |
| Part Time           | means you are employed to work less than<br>15 hours per week for your Employer.  |
| Insurance<br>Salary | is generally the weekly, fortnightly or<br>monthly or other periodic wages, salary,<br>earnings or remuneration (normally<br>excluding overtime, bonuses and<br>allowances, or other payments of a special<br>or ex gratia nature) paid to you. |
| Waiting<br>Period   | TPD – 3 months<br>TPD - Medical Condition – No Waiting<br>Period<br>TPD - Cognitive Impairment – 6 months   |

#### Your super payout may include insurance

You will be entitled to a super payout if you die or become totally and permanently disabled while a member of your Plan. This super payout comprises:

- your super account balance (see later in this Plan Guide for details), and
- any insurance amount received.

#### Your insurer

The trustee has appointed AIA Australia Limited ABN 79 004 837 861 AFSL 230043 (referred to as the Insurer throughout this Plan Guide) to provide the insurance for your Plan. The trustee's umbrella insurance policy provides this insurance subject to the terms and conditions of the insurance policy issued by the Insurer to the trustee. The terms and conditions of the insurance policy will prevail if there is any inconsistency between the insurance policy and the information about your insurance cover in your Plan (as described in this Plan Guide or the *Insurance* booklet).

The trustee has the right to change the Insurer.

#### What insurance cover is available

The insurance cover generally available under your Plan, if you are eligible, is:

- Death (including Terminal Illness) cover, and
- Total and Permanent Disablement (TPD) cover.

If eligible, you will generally be provided with a basic level of Death (inclusive of Terminal Illness) and TPD cover. The Terminal Illness benefit is an advanced payment of your death benefit and is based on the same acceptance terms (such as an exclusion, restriction or premium loading) and maximum benefit amount.

#### Conditions apply to your insurance cover

Like most forms of insurance, some conditions (and exclusions) apply to the granting or payout of your insurance cover. See a description of the conditions (and exclusions) that apply to the insurance cover available through your Plan in this section of your Plan Guide and in the *Insurance* booklet.

#### Eligibility for cover in your plan

|   | Type of cover generally available |                                    |                                    |
|---|-----------------------------------|------------------------------------|------------------------------------|
| Employee  | Basic<br>Death<br>and<br>TPD      | Voluntary<br>Death and<br>TPD      | Life Events<br>Cover               |
| Permanent<br>Employee or<br>Contractor,<br>working Full<br>Time | Yes                               | You may be<br>eligible to<br>apply | You may be<br>eligible to<br>apply |
| Permanent<br>Employee or<br>Contractor,<br>working Part<br>Time | Yes                               | You may be<br>eligible to<br>apply | You may be<br>eligible to<br>apply |

#### Which TPD definition applies?

A different TPD definition may apply in different circumstances.

• If you are aged up to 67 years, you are assessed against the Full TPD definition

#### **Maximum Benefit Amount**

The maximum amount of insurance cover is:

- unlimited for Death cover, and
- for TPD cover,
  - up to the day immediately prior to your 65th birthday,
  - \$5 million,
  - on and from your 65<sup>th</sup> birthday up to Cover Expiry Age, \$3 million.

Your total amount of TPD cover (and your total TPD insurance amount payable under any TPD claim(s) in the Mercer Super Trust) must not exceed this maximum benefit amount, when combined with any other TPD cover you may already have in the Mercer Super Trust. This includes membership of any plan in the Corporate Superannuation Division including the Mercer SmartSuper Plan.

#### Eligibility for insurance cover

To be eligible for insurance cover:

- you must be a member of your Plan; and
- your Employer must pay SG contributions on your behalf to the Mercer Super Trust; and
- you meet the Putting Members' Interests First (PMIF) minimum age and balance requirements as set out below\*; and
- you have not opted out of cover.

Additionally,

- you meet the Insurer's definition of Australian Resident on the date you become eligible for cover; and
- you're aged 14 years or more and are less than the maximum entry age on the date you become eligible for cover.

#### PMIF minimum age and balance requirements

Set out below are the PMIF requirements and conditions that apply unless you are a PMIF Exempt Member\*:

| When you join your Plan                  | PMIF requirements   |
|--|---|
| lf you join your Plan before<br>age 25   | You must turn age 25; and<br>Your account balance must<br>have reached \$6,000 or<br>more since joining your Plan |
| lf you join your Plan aged 25<br>or more | Your account balance must<br>have reached \$6,000 or<br>more since joining your Plan                              |

#### \* A PMIF Exempt Member means:

- your Employer pays the full cost of premiums for automatic (default) insurance (in addition to its Superannuation Guarantee obligations), or
- you are a Defined Benefit member, or
- you are an Australian Defence Force (ADF) Super member or a person who would be an ADF Super member if you had not chosen a fund - in which case you must tell us.

If you are eligible for insurance cover, automatic (default) cover commences:

- on the date you meet PMIF requirements; or
- where you have not met PMIF requirements, the date we receive your opt in election (which must be received within 90 days of your Welcome letter); or
- for PMIF exempt members, the date you first become eligible for cover.

Your cover will be subject to New Events Cover until you are At Work for 30 consecutive days after your cover starts. See the table below for details on when the At Work condition may be extended.

## Opt in to cover before you meet the PMIF minimum age and balance requirements

| Conditions  |   |  |
|---|---|--|
| If you opt in within 90 days<br>of the date shown on your<br>Welcome letter | The cover you have elected<br>commences on the date<br>your Plan receives your<br>election to opt in to cover<br>and will be subject to New<br>Events Cover until you are<br>At Work for 30 consecutive<br>days after your cover starts.<br>However, if you join your<br>Plan 120 days or more after<br>commencing employment<br>with your Employer, New<br>Events Cover will apply until<br>the earlier of:<br>• 24 consecutive months<br>after your cover starts or<br>• you meet PMIF<br>requirements. |  |

#### Conditions

If you opt in more than 90 days after the date shown on your Welcome letter The cover you have elected is subject to underwriting and will commence from the date your application is accepted by the Insurer.

#### Important - Default and Opt in cover:

You should immediately contact your Employer or call the Helpline to establish your insurance eligibility if you have not received written confirmation from us regarding your membership in the Mercer Super Trust within 120 days from when you become eligible to be a member of the Plan.

#### **Exercising Choice**

You will not be eligible for any insurance cover within the Mercer Super Trust if:

- you choose to have your SG contributions paid to another fund, and
- your Employer pays an SG contribution on your behalf to your chosen fund

before your Employer has paid an SG contribution on your behalf to the Mercer Super Trust.

This applies regardless of your Employer paying an SG contribution on your behalf to the Mercer Super Trust (by mistake or otherwise) while continuing to pay SG contributions on your behalf to your chosen fund.

#### Transfer of insurance from another super fund

You may also be able to transfer any existing Death or Death and TPD cover that you may hold with other super fund(s) or insurance policies to your existing membership under your Plan (subject to limits, conditions and approvals). Call the Helpline for details on how you can transfer any existing cover to your Plan membership.

#### Automatic cancellation of cover

**Inactive accounts:** In accordance with the Protecting Your Super legislation any insurance cover you have will be cancelled if we have not received any contributions and/or rollovers to your super account for a continuous period of 16 months and you have not elected to have or keep your insurance cover. The cancellation of insurance cover is aimed at reducing the erosion of super account balances by insurance premiums for unwanted cover.

We will contact you before we cancel your cover and you will have an opportunity to elect to maintain your insurance cover. If you want to elect to maintain your insurance cover, call the Helpline to request the relevant form.

This does not apply where your Employer pays the full cost of premiums for your automatic (default) insurance cover under your Plan.

If your cover is cancelled the cost of all insurance cover will stop being deducted from your super account balance. You may be able to reinstate cover subject to certain conditions. Call the Helpline for more information about the options available to you, any underwriting conditions or limitations that may apply.

#### Underwriting

Underwriting is a process where the Insurer considers your application for cover by taking into account your occupation, lifestyle, current health, salary details, past medical history and your family medical history. The Insurer will require satisfactory evidence of these before providing or increasing any insurance cover for you. To start this process, you will generally be required to complete a personal statement. The Insurer may ask you for further information based on their assessment. The Insurer may accept, decline or impose special conditions (such as an exclusion, restriction or premium loading) for the amount of cover that is subject to underwriting.

Underwriting will apply if:

- you do not join your Plan when you first become eligible, or
- you re-join your Plan, or
- this Plan is not your Employer's default fund for you for choice of fund purposes, or
- where applicable, you do not meet PMIF requirements and you apply for cover after 90 days of the date shown on your Welcome letter
- you take out Voluntary Insurance cover.

You will be advised of the date your cover starts if the Insurer accepts your application.

We will reduce your super payout if, for some reason, the trustee cannot arrange cover for you on standard terms or if the Insurer does not pay out all or part of the insured part of your super.

#### Permanent Employees and Contractors

#### **Basic Death and TPD cover**

#### Amount of cover

You have a choice of four levels of basic cover. The levels all refer to a percentage of Insurance Salary for each year and complete month (each complete month counts as 1/12th of a year) from your date of death or TPD to age 65.

The levels available in your Plan are:

| Level 1 | 10% |
|---------|-----|
| Level 2 | 15% |
| Level 3 | 20% |
| Level 4 | 25% |

Your insured amount of Death and TPD cover will be fixed and remain the same from age 64 to your Cover Expiry Age.

Your Death cover is subject to the following minimum amount:

| Age           | Minimum Death cover |
|---------------|---------------------|
| From 20 to 34 | \$50,000            |
| From 35 to 39 | \$35,000            |
| From 40 to 44 | \$20,000            |
| From 45 to 49 | \$14,000            |
| From 50 to 55 | \$7,000             |

We will calculate your cover based on your actual annual Insurance Salary, not the annualised equivalent Insurance Salary, if your Insurance Salary is adjusted due to working reduced hours.

#### How to choose cover and your default cover

Complete the Adjusting your insurance cover in the Mercer Super Trust form to choose your level of cover when joining the Plan.

You will be provided with the default level of cover being level 3 of Death and TPD cover, if you do not make a valid choice. This is subject to your Plan's Automatic Acceptance Limit (AAL) and underwriting if required.

#### Changing your cover

You can also apply to adjust, opt out of or cancel your Death and/or TPD cover at any time, either online by using your personal login at **mercersuper.com.au** or by completing and returning the relevant form available from the Helpline.

All other insurance cover will be cancelled if you choose to cancel or opt out of your Death cover.

If eligible, underwriting will not be required if you make an election for any level of cover and the insurance election is received by your Plan within the period:

- from the date you first become eligible for, or opt in to insurance, and
- 60 days from the date your Employer pays the first SG contribution on your behalf,

and the amount of cover you applied for does not exceed your Plan's AAL or maximum benefit amount.

The increased portion of cover will be limited to New Events Cover until you are At Work for 30 consecutive days. See 'Opt in to cover before you meet the PMIF minimum age and balance requirements' explained earlier for details on when the At Work condition may be extended.

You will require underwriting if:

- you make an election to increase your basic cover, after 60 days from the date your Employer pays the first SG contribution on your behalf, or
- the amount of cover you applied for exceeds your Plan's AAL, or
- you've chosen and been accepted for a level of basic cover, but in the future you choose to increase your level of basic cover.

The Insurer will provide you with interim accidental cover while the Insurer assesses your application. See the *Insurance* booklet for more information.

You will be advised of the date your cover starts if the Insurer accepts your application.

#### Annual cost of cover

The 'Death and TPD premium rate table' shows premium rates per age next birthday.

To work out your annual cost of cover:

• look up your age next birthday in the left hand column

then

• multiply the figure in the applicable right hand column by your cover amount

then

• divide by 1,000.

How we calculate and deduct cost of cover

We first calculate your annual cost of cover at the date your cover starts and then at 1 July annually thereafter. There are some circumstances when we recalculate your annual cost of cover e.g. if your Insurance Salary or employment status changes or you change your amount of cover.

We deduct the cost of your cover from your super account each month based on your annual cost.

We will continue to charge premiums to your super account if you are on leave without pay.

#### Death and TPD premium rate table

| Next Birthday | Death | Death & TPD |
|---------------|-------|-------------|
| 15            | 0.22  | 0.28        |
| 16            | 0.22  | 0.28        |
| 17            | 0.26  | 0.33        |
| 18            | 0.31  | 0.39        |
| 19            | 0.33  | 0.45        |
| 20            | 0.34  | 0.46        |
| 21            | 0.34  | 0.46        |
| 22            | 0.34  | 0.45        |
| 23            | 0.33  | 0.44        |
| 24            | 0.31  | 0.40        |
| 25            | 0.29  | 0.39        |
| 26            | 0.27  | 0.37        |
| 27            | 0.27  | 0.37        |
| 28            | 0.27  | 0.37        |
| 29            | 0.27  | 0.38        |
| 30            | 0.27  | 0.38        |
| 31            | 0.29  | 0.40        |
| 32            | 0.29  | 0.40        |
| 33            | 0.31  | 0.41        |
| 34            | 0.31  | 0.45        |
| 35            | 0.33  | 0.43        |
|               |       | 0.48        |
| 36            | 0.33  |             |
| 37            | 0.34  | 0.53        |
| 38            | 0.37  | 0.58        |
| 39            | 0.38  | 0.62        |
| 40            | 0.41  | 0.68        |
| 41            | 0.46  | 0.75        |
| 42            | 0.49  | 0.84        |
| 43            | 0.56  | 0.93        |
| 44            | 0.60  | 1.04        |
| 45            | 0.64  | 1.14        |
| 46            | 0.71  | 1.30        |
| 47            | 0.77  | 1.46        |
| 48            | 0.85  | 1.65        |
| 49            | 0.93  | 1.84        |
| 50            | 1.01  | 2.06        |
| 51            | 1.12  | 2.33        |
| 52            | 1.23  | 2.62        |
| 53            | 1.34  | 2.94        |
| 54            | 1.49  | 3.34        |
| 55            | 1.64  | 3.77        |
| 56            | 1.82  | 4.31        |
| 57            | 2.04  | 4.94        |
| 58            | 2.27  | 5.68        |
| 59            | 2.53  | 6.51        |
| 60            | 2.83  | 7.50        |
| 61            | 3.17  | 8.63        |
| 62            | 3.58  | 9.97        |
| 63            | 4.01  | 11.49       |
| 64            | 4.53  | 13.25       |
| 65            | 5.09  | 15.30       |
| 66            | 5.82  | 17.67       |
| 67            | 6.41  | 19.47       |

\* The actual premium rates may be marginally lower or higher than shown as the premium rates have been rounded to two decimal places. As premiums are paid monthly in arrears rather than annually in advance, these rates include a frequency loading.

Example – basic cover

Jack is exactly 45 years old (age 46 next birthday), with an Insurance Salary of \$88,000 a year and is a Permanent Employee. Jack takes out level 3 basic cover.

Jack's basic cover amount is worked out as:

20% x 20 years (the number of years to age 65) x \$88,000 = \$352,000.

Therefore, if Jack was to die or become totally and permanently disabled Jack's total super payout would be his super account balance plus his basic cover amount of \$352,000.

From the 'Death and TPD premium rate table ' you can see that at age 46 next birthday the annual premium for Death and TPD cover is \$1.30 for every \$1,000 of cover.

This means the annual total cost of Jack's basic cover is \$352,000 x \$1.30 ÷ 1,000 = \$457.60.

#### Permanent Employees and Contractors

#### Voluntary Insurance cover

#### Cover available

You can apply for Voluntary Insurance for Death only cover or for Death and TPD cover in equal amounts. You cannot apply for Voluntary Insurance for TPD cover only. This cover is in addition to any basic cover you may already have.

You can choose to cover yourself for any lump sum amount, as long as it is in multiples of \$1,000 and the total amount of your basic and Voluntary Insurance cover does not exceed the maximum amount of insurance cover as described earlier under 'Maximum benefit amount'. For example, you may choose to take out \$20,000, \$50,000 or \$100,000 worth of Voluntary Insurance cover in addition to your basic cover.

#### Voluntary TPD cover

When you turn age 60, any insured amount of Voluntary TPD cover you have will start to reduce. Your TPD cover will progressively reduce until your 65<sup>th</sup> birthday when it will remain unchanged until your 67<sup>th</sup> birthday. Refer to the table below. Any Death cover will remain at your original insured amount.

| Age Next<br>Birthday | Percentage of<br>TPD cover<br>remaining | TPD cover<br>amount<br>(\$100,000) |
|----------------------|---|------------------------------------|
| 60                   | 100%                                    | \$100,000                          |
| 61                   | 85%                                     | \$85,000                           |
| 62                   | 70%                                     | \$70,000                           |
| 63                   | 55%                                     | \$55,000                           |
| 64                   | 40%                                     | \$40,000                           |
| 65                   | 25%                                     | \$25,000                           |
| 66                   | 10%                                     | \$10,000                           |
| 67                   | 10%                                     | \$10,000                           |

#### Applying for cover and changing your cover

You can apply for, adjust or cancel your Voluntary Insurance cover at any time, either online by using your personal login at **mercersuper.com.au** or by completing and returning the relevant form available from the Helpline.

If you choose to apply for, adjust or cancel Voluntary Insurance for Death cover, this may also apply to your Voluntary Insurance for TPD cover. Your total amount of Voluntary Insurance for TPD cover cannot be greater than your total amount of Voluntary Insurance for Death cover.

Acceptance of this cover or changing to a higher level in the future is subject to underwriting and will only start or change once your Plan's Insurer accepts your application.

You will be advised of the date your cover starts if the Insurer accepts your application.

The Insurer will provide you with interim accidental cover while the Insurer assesses your application. For more details, see the *Insurance* booklet.

#### Annual cost of cover

The 'Death and TPD premium rate table' shows premium rates per age next birthday.

To work out your annual cost of cover:

- look up your age next birthday in the left hand column then
- multiply the figure in the applicable right hand column by your cover amount

then

• divide by 1,000.

#### How we calculate and deduct cost of cover

We first calculate your annual cost of cover at the date your cover starts and then at 1 July annually thereafter. There are some circumstances when we recalculate your annual cost of cover e.g. if you change your amount of cover.

We deduct the cost of your cover from your super account each month based on your annual cost.

We will continue to charge premiums to your super account if you are on leave without pay.

#### Example – Voluntary Insurance cover

Jack is age 45 (46 next birthday) and is a Permanent Employee who works Full Time.

Jack chose and has been accepted for Voluntary Insurance for Death and TPD cover of \$100,000.

From the 'Death and TPD premium rate table' you can see that at age 46 next birthday the annual premium for Voluntary Insurance for Death and TPD cover is \$1.30 for every \$1,000 of cover.

This means the annual total cost of Jack's Voluntary Insurance cover is \$1.30 x \$100,000 ÷ 1,000 = \$130.00.

# Permanent Employees and Contractors

#### Life Events cover

You may be eligible to apply for more Death Only or Death and TPD cover (Life Events cover) without underwriting.

You will need to:

- have Death only or Death and TPD cover, and
- have recently experienced one of the life events described in the *Insurance* booklet, and
- be aged under 65 years on the date you complete the Life events application form in the Mercer Super Trust, and
- apply within 60 days of the life event occurring by completing a *Life events application form in the Mercer Super Trust* (available from the Helpline).

You can elect any amount in multiples of \$1,000 that will provide cover up to the lesser of:

- 25% of your total insurance cover, or
- \$200,000.

See the *Insurance* booklet for more details about Life Events cover conditions.

We calculate the cost of this cover in the same way as basic cover and deduct it from your super account each month.

## **Receiving Your Benefits**

More information about how your Plan works and what happens to your benefits and insurance cover when you leave your Plan are provided in the PDS and *How Your Super Works* booklet. These are available at mercersuper.com.au/pds under Employer Plan Product Disclosure Statements.

#### Your benefit

You have accumulation style super. Your super account balance is made up of:

• amounts contributed to your account by you or your Employer or in respect of you

plus

• any money you transfer in from other super funds

less

• taxes and surcharges, fees, expenses, insurance premiums and amounts paid out to or for you

plus

• investment earnings (which can be positive or negative).

Your annual member statement explains how your super has performed throughout the previous year.

Even though you have accumulation style super, if you are a member of a defined benefit superannuation plan, your total payout may be reduced below your standard benefit payout amount if:

- your Plan winds up at a time when the level of funding is inadequate, and
- your Employer is unable or unwilling to make up the difference.

Your Plan's Supplementary Annual Report contains information about your Plan's level of funding. You can access the report at mercersuper.com.au/pds (sign in using your personal log-in).

#### Leaving your plan

Most employees can choose a super fund for their employer's SG contributions (this is called Exercising Choice). You may not be able to stay a member of your Plan if you leave your Employer or Exercise Choice.

If you do not provide instruction to the trustee, your super may be automatically transferred to the Individual Section, a plan in the CSD of the Mercer Super Trust, if your super account balance is worth at least \$500. The terms and conditions, including fees and insurance arrangements, in the Individual Section may be different to your Plan. You should read the PDS and incorporated booklets for the Individual Section at **mercersuper.com.au/pds** for more information to decide if the Individual Section is right for you.

## How to contact us

#### Helpline

Call the Helpline on **1800 682 525** or if calling from outside Australia on **+61 3 8306 0900** from 8am to 7pm (AEST/AEDT) Monday to Friday.

We can help you in a number of languages, simply ask for a translator when you call.

#### Online

#### mercersuper.com.au

Our online tools include:

- up to date information on investment options
- information from our wealth education experts
- financial planning tools
- ability to update your contact details and communication preferences.

Our website is available 24 hours per day, seven days per week; however, the website may not be available when we need to carry out scheduled updates or maintenance.

#### By mail

General correspondence and forms

Mercer Super Trust GPO Box 4303 Melbourne VIC 3001

#### To write to the trustee

Mercer Superannuation (Australia) Limited GPO Box 4303 Melbourne VIC 3001