

MERCER INVESTMENTS (AUSTRALIA) LIMITED (MIAL)

# Complaints Management Procedures

**November 2024**

While we are committed to providing exceptional service, we do recognise that sometimes things go wrong. Our aim is to ensure any complaints received are dealt with in a fair, timely and equitable manner. We believe it is important that our customers can express their views easily and that their feedback is used positively to improve the services we offer.

## How to make a complaint

Making a complaint is simple, easy and free. You can contact us using the following details:

- Call us on: **1300 728 928**  
Monday to Friday 8:30am – 5:30pm (AEST/AEDT)  
or if you are overseas call **+61 03 8306 0975**.
- Email us: [MercerFundSupport@mercer.com](mailto:MercerFundSupport@mercer.com)
- Write to us: Mercer Fund Support Team  
Mercer Registry Services  
GPO Box 804  
Melbourne VIC 3001

## How your complaint will be handled

These are the steps we will take when dealing with your complaint.

We will:

- acknowledge your complaint within one business day of receipt, or as soon as practicable.
- assess and investigate your complaint fairly, objectively and without bias.
- ask you for further information when necessary to properly consider and make a decision in relation to your complaint.
- provide you a written response of the outcome of the investigation, addressing the issues you have raised and what to do if you are not satisfied with the decision or response. If your complaint was resolved within five days, a written response will not be provided unless you request one, or we are required to provide a written response.

- handle all your information collected in regards to your complaint in accordance with the Mercer Privacy Policy, which is available via our website at [www.mercer.com/en-au/footer/privacy-policy](http://www.mercer.com/en-au/footer/privacy-policy)

## Complaint time limits

Our aim is to resolve your complaint on the spot, or where not possible, within 5 working days. If we need further time, we will let you know. A response will be provided as soon as possible and within a maximum of 30 calendar days after receiving the complaint.

In certain circumstances (such as where a complaint is particularly complex, or circumstances outside our control causes delays), we may be unable to provide you with a response within these timeframes. If this is the case, we will provide you with a notification advising the reasons for the delay, as well as your rights to complain to the Australian Financial Complaints Authority (AFCA).

## Accessing AFCA where a complaint is not resolved

If you're not satisfied with the outcome of your complaint, or we have not resolved your complaint within the required timeframe, you can complain to the AFCA on the contact details below. AFCA is a fair and independent body that can assist you further with resolving your complaint at no cost to you.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority  
GPO Box 3 Melbourne VIC 300

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