

INSURANCE IN SUPERANNUATION VOLUNTARY CODE OF PRACTICE - TRANSITION PLAN

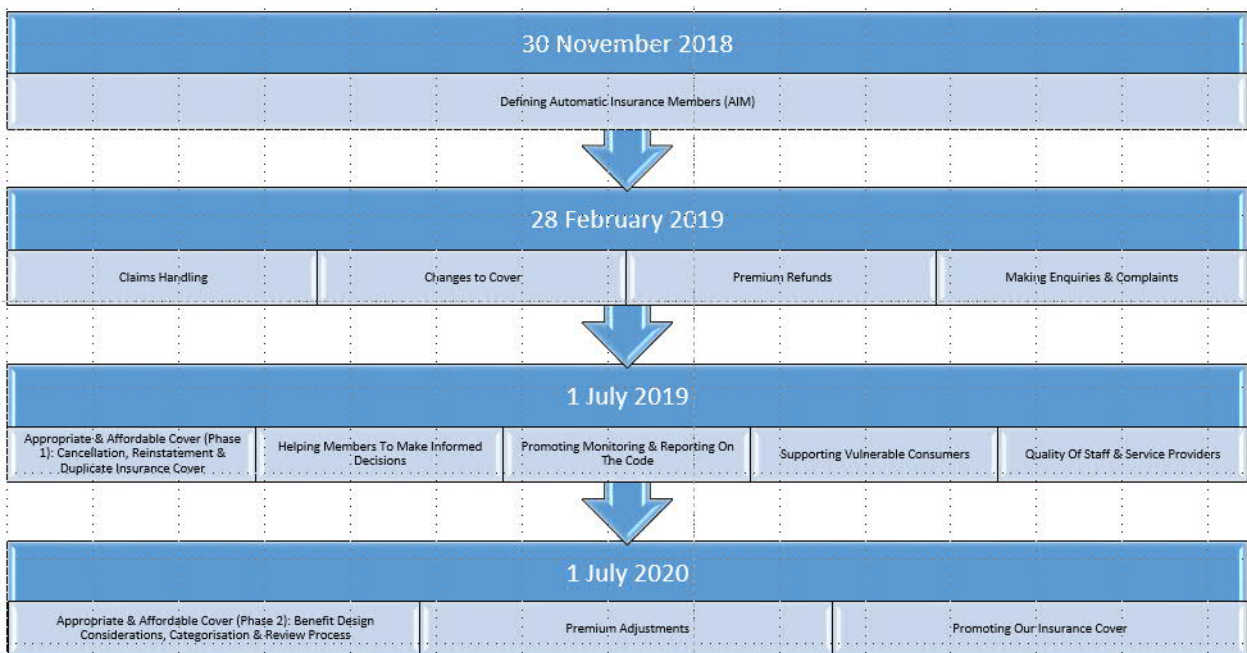
Earlier this year, Mercer Superannuation (Australia) Limited, trustee of the Mercer Super Trust published its commitment to comply with the Insurance in Superannuation Code of Practice (the Code) which commenced on 1 July 2018.

While your fund already complies with a number of the Code's requirements, we have been working hard to ensure your insurance arrangements are aligned with consistent and higher standards as described within the Code. These standards will apply to you:

- Death Cover
- Terminal Illness Cover
- Total and Permanent Disablement Cover
- Income Protection Cover

TRANSITION TIMETABLE

We will transition to the particular standards of the Code on the following dates:



TRANSITION PLAN

Our Transition Plan will include enhancements to our systems and processes which will support monitoring and reporting of our compliance with the Code each year.

Defining Automatic Insurance Members	We have identified our members to whom we have provided automatic insurance cover, as required by the Code.
Claims Handling Changes to Cover Premium Refunds Making Enquiries & Complaints	We will: <ul style="list-style-type: none"> - put in place appropriate governance arrangements for our claims process and ensure that it is as straight-forward as possible for you. - provide clear instructions on how to change your cover - (when requested by you), provide information to you about your premiums, your cover or any decision that has been made for you regarding your cover.
Appropriate & Affordable Cover (Phase 1): Cancellation, Reinstatement & Duplicate Insurance Cover Helping Members to Make Informed Decisions Promoting, Monitoring & Reporting on the Code Quality of Staff & Service Providers Supporting Vulnerable Consumers	We will: <ul style="list-style-type: none"> - provide clear instructions on how to cancel, reduce or change your cover. - refund your premiums to your account if you advise within specific timeframes that you no longer wish to have cover in our fund. - seek your permission to help you determine whether you have any other insurance cover in a superannuation fund. - provide information to you about the impact of insurance premiums on your retirement savings when there are no longer contributions. - publish our Key Facts Sheet on our website by 1 July 2019. - undertake a process of consumer-testing our communications to members with a sample of our membership, ahead of 1 July 2019. - monitor and report our compliance with the Code annually and publish the report on our website for you. - train our Staff and hold our Service Providers to the same standards to provide assistance and support to you when required. - develop and roll out a staff and Service Provider training programme on the requirements of the Code.

<p>Appropriate & Affordable Cover (Phase 2): Benefit Design Considerations, Categorisation & Review Process</p> <p>Premium Adjustments</p> <p>Promoting Our Insurance Cover</p>	<p>In assessing the appropriateness of our automatic cover, we will segment our membership into members:</p> <ul style="list-style-type: none"> - under the age of 21, - who contribute less than \$1,800 per annum, and - over the age of 60. <p>We will:</p> <ul style="list-style-type: none"> - test the affordability of our premiums using the Australian Taxation Office’s salary scale, calculated over a lifetime of membership. - publish all details of our premium adjustment arrangements on our website by 1 July 2020 - promote insurance cover additional to our automatic insurance cover and will provide adequate information to targeted segments of our membership.
--	--

If you would like more information, click on one of the Code Owners’ link below for full details:



<http://www.aist.asn.au/policy/insurance-in-superannuation-voluntary-code-of-practice/insurance-in-superannuation-voluntary-code-of-practice.aspx>



<https://www.superannuation.asn.au/policy/insurance-in-superannuation-voluntary-code-of-practice>



<https://www.fsc.org.au/policy/life-insurance/insurance-in-superannuation-working-group-iswg/>