

TAL Super

Term Life as
Superannuation (TLAS)

Income Protection
as Superannuation (IPAS)

Income Protection Assured
as Superannuation (IPAAS)

**PRODUCT DISCLOSURE
STATEMENT**





Important information about this document

This Product Disclosure Statement (PDS) gives you important information about structuring your life insurance product through TAL Super.

This PDS is jointly issued by TAL Life Limited ABN 70 050 109 450 AFSL 237848 (TAL Life) and Mercer Superannuation (Australia) Limited ABN 79 004 717 533 AFSL 235906 (MSAL). You should read this PDS in conjunction with your existing Life Insurance Documents which contain detailed information about the benefits, options, conditions and limitations of your life insurance product.

TAL Super is a plan within the Retail Division in the Mercer Super Trust ABN 19 905 422 981 and is sponsored by TAL Services Limited ACN 076 105 130 (TAL Services). TAL Services is a related body corporate of TAL Life that provides administration services, insurance services and indemnities to MSAL.

TAL Super provides members with access to life insurance through superannuation. Contributions and rollovers made to TAL Super are only used for the purposes of paying insurance premiums. Members do not have an account balance in TAL Super and therefore there is no investment component.

TAL Life is the issuer of the life insurance product structured through TAL Super but is not responsible for TAL Super and does not issue, underwrite or guarantee the superannuation interest described in this PDS. MSAL is the Trustee (the Trustee) of TAL Super and is not responsible for the life insurance product or the payments to be made under the life insurance product.

Where your life insurance product is structured through TAL Super, the Trustee will be noted as the Policy Owner and will hold the Policy on behalf of the Life Insured. Your interest in TAL Super is governed by the Trust Deed and the Designated Rules of your Plan as well as the terms and conditions of the Policy issued by TAL Life as the provider of the insurance cover to the Trustee. Any benefit payable under the Policy will be paid by TAL Life to the Trustee. The Trustee is responsible for paying the benefits out of TAL Super. Restrictions may apply to these benefit payments under the Trust Deed, Designated Rules and superannuation law. A copy of the Trust Deed and Designated Rules can be obtained, free of charge at mercersuper.com.au/governance under *Designated rules*.

The information contained in this PDS is general information only. TAL Life and the Trustee have not taken into account your objectives, financial situation or needs. You should consider the appropriateness of the information in this PDS, taking into account your objectives, financial situation and needs, before acting on any information in this PDS. Information about tax provided in this PDS is a guide only and is based on our understanding of the tax laws that were current at the date of the PDS. These laws can change and the Trustee recommends you speak to your tax adviser regarding the tax consequences of holding insurance cover through superannuation.

The information in this PDS may change from time to time. You can obtain updated information that is not materially adverse to you at tal.com.au/protection-plans-docs. Please contact us if you'd like a free printed copy of the updated information. Changes that are materially adverse to you will be advised as required by law.



We are here to help

If you have any questions, contact us on:

TAL Life

☎ 1300 553 764

@ customerservice@tal.com.au

🌐 tal.com.au/protection-plans

📍 GPO Box 5467, Sydney NSW 2001

MSAL

☎ 1300 553 764

@ customerservice@tal.com.au

🌐 tal.com.au/talsuper

📍 GPO Box 4303, Melbourne VIC 3001

Terms used in this document

There are a number of terms in this PDS which have a particular meaning. Where a defined term is used in this PDS, the initial letter(s) is capitalised (e.g. 'Policy Owner'). The only exceptions are 'you', 'your', 'we', 'us' and 'our' which are not capitalised. Defined terms include the following:

Designated Rules means the Mercer Retail Division Consolidated Designated Rules Part A which are rules covering the general operation of your Plan.

Life Insurance Documents means the Protection Plans Product Disclosure Statement and Policy Document issued to you in relation to the life insurance Policy/ies you currently hold either within, or are considering transferring into TAL Super. This also includes any subsequent notices or updated Policy documentation issued in relation to the above.

Life Insured means the person(s) whose life is insured under the Policy.

Mercer refers to Mercer (Australia) Pty Ltd ABN 32 005 315 917.

Membership Certificate means the most recent document that we issue to you, which sets out the details of the insurance we provide you under Term Life as Superannuation, Income Protection Assured as Superannuation or Income Protection as Superannuation.

MSAL refers to Mercer Superannuation (Australia) Limited ABN 79 004 717 533 AFSL 235906 as the trustee of TAL Super.

Policy means the cover types, benefits and/or options listed in your Policy Schedule or Membership Certificate and the applicable terms and conditions listed in your Life Insurance Documents.

Policy Owner means the Trustee, who legally owns the Policy.

Policy Schedule means the most recent document that we issue to you which sets out the details of the insurance we provide you, and forms part of your contract with TAL Life.

SIS refers to the *Superannuation Industry (Supervision) Act 1993* and/or the *Superannuation Industry (Supervision) Regulations 1994*, as applicable.

TAL Life refers to TAL Life Limited ABN 70 050 109 450 AFSL 237848 (TAL Life).

TAL Services refers to TAL Services Limited ACN 076 105 130.

TAL Super is a plan within the Retail Division in the Mercer Super Trust ABN 19 905 422 981.

Trust Deed means the Mercer Master Fund Deed of the Mercer Super Trust, dated 28 June 1995 (as amended from time to time).

Trustee refers to MSAL.

We, us and **our** refers to TAL Life and/or MSAL.

You and **your** means the Life Insured or the person (excluding the Trustee) applying for insurance on behalf of the Life Insured, as applicable.



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1 TLAS, IPAS and IPAAS through TAL Super

The following information is provided to assist you in understanding your membership in TAL Super. It is general information only and is not intended to be a comprehensive statement of the laws applying to superannuation. You should talk to your financial adviser about your personal circumstances.

TAL Super provides members with insurance benefits within superannuation. Some of the key features are:

- Members may hold cover types including Term Life, Total and Permanent Disablement (TPD) Insurance and Income Protection through TAL Super. Some members may also hold additional cover types under grandfathered superannuation arrangements.
- TAL Super does not offer a superannuation savings facility that has an investment component. You will not receive an investment return on contributions made to your account.
- MSAL will only accept contributions and rollovers to pay the premiums for insurance Policies held through TAL Super.
- Membership of TAL Super is for the provision of insurance benefits only.
- The Trustee may reduce your contributions if it has claimed a tax deduction for the payment.
- The Trustee will only accept your application for membership of TAL Super if your application for insurance is accepted by TAL Life.

This PDS provides important information about structuring your life insurance product through TAL Super, the tax treatment that may apply, your options for meeting the costs of the insurance, and the potential risks of holding insurance through TAL Super. If you pay via rollover, the cost of premiums paid will gradually reduce your superannuation over time. You should consider your retirement needs and insurance protection objectives when structuring your insurance through TAL Super.

If applying for change of ownership (where available) and an application is made and accepted to become a member of TAL Super, TAL Life will issue a Policy to MSAL and you will be the Life Insured.

You will only be entitled to a benefit if an insured event occurs while you are covered under the Policy, and you have satisfied a condition of release under SIS. The insured events under the Policies offered in TAL Super are consistent with the conditions of release (unless grandfathered terms apply). If a benefit is payable under a Policy the Trustee will direct TAL Life to pay it to you or your beneficiaries as a superannuation benefit.

1.1 Contributions to TAL Super

Contributions can only be made to TAL Super in accordance with superannuation law. Superannuation law stipulates the way in which contributions can be made as well as other factors in relation to the acceptance of superannuation contributions for members.

Please note that the Trustee only accepts contributions to pay for insurance premiums. In circumstances agreed by the Trustee and TAL Life, an overpayment of premium may be held and applied to reduce future premiums. You will not receive interest or an investment return on contributions made.

How to make contributions to TAL Super:

- direct debit;
- credit card;
- cheque (not available where payment is monthly); or
- rollover (yearly payments only).

1.2 Payment of insurance premiums by rollover

- If you are funding your insurance premiums from another superannuation account, you should ensure that the cost of premiums does not inappropriately erode your retirement savings.
- Some superannuation funds are prevented from making rollovers to pay for insurance cover through superannuation – you should check whether your superannuation fund is able to pay a rollover.

1.3 Superannuation – Further points to consider

- The laws governing superannuation are complex and the statements provided here are general in nature and based on current law.
- You should obtain your own advice on the taxation implications of joining TAL Super and in maintaining insurance cover through TAL Super.
- As your circumstances change, so may the tax treatment of your contributions and any other payments made through TAL Super.

1.4 Risks of holding insurance through superannuation

There are risks you should consider before deciding to hold insurance through superannuation, including:

- Except for Income Protection benefits, a benefit paid from TAL Super is a superannuation benefit for tax purposes and it may be subject to more tax than would otherwise apply if the benefit was paid from the same insurance held outside of superannuation.
- Limits apply to the amount you can contribute to superannuation each year.
- Where you choose to pay premiums by rollover from another superannuation fund, your retirement savings will be reduced so that you will have less available to you on retirement than otherwise would have been the case.
- Taxation or SIS laws may change in the future, altering the suitability of holding insurance in superannuation.
- Any contributions you make to TAL Super in order to pay premiums will reduce the amount you may be able to contribute to other superannuation accounts you hold for retirement savings purposes.



2

Structuring TLAS, IPAS and IPAAS through TAL Super

When you structure your life insurance product through TAL Super, your Policy is owned by the Trustee under TAL Super in the Mercer Super Trust. The Mercer Super Trust is a regulated superannuation fund regulated by the Australian Prudential Regulation Authority (APRA) under the *Superannuation Industry (Supervision) Act 1993 (Cth)*. The Trustee's costs of running TAL Super are met by a payment from TAL Services as well as from fund reserves. These costs are not an additional cost to you.

Any interest earned on application monies received in TAL Super's holding account will not be payable to you, either upon allocation to your account or upon return to the originator of the payment. It will be retained by the Trustee for our benefit or paid into the Fund for the benefit of members.

TAL Super is governed by the Trust Deed and the Designated Rules of the Plan. The Trustee can amend these designated rules at any time if superannuation law permits.

Under the Trust Deed, the Trustee is not generally liable to you for any act or omission other than where it has failed to act honestly or has intentionally and/or recklessly failed to exercise the degree of due care and diligence that it was required to exercise.

The Trustee has the right to indemnity from TAL Super for all liabilities it may incur, unless prevented by superannuation law.

If your application to change ownership is accepted by TAL Life, or you become a member of TAL Super via a Successor of Fund Transfer and the Trustee is able to accept contributions or rollovers for you, you will then become a member of TAL Super.

2.1 Key Insurance Information

The insurance cover you hold through TAL Super may include Income Protection, Term Life or Total and Permanent Disablement (TPD) Insurance.

2.2 Income Protection

Income Protection can provide the Life Insured with a monthly benefit to help replace lost income when Sickness or Injury prevents them from working.

2.3 Term Life

If you hold Term Life, a lump sum may be payable in the event of death or diagnosis of a Terminal Illness.

2.4 TPD Insurance

If you hold TPD Insurance, a lump sum may be payable if the Life Insured suffers a Sickness or Injury resulting in total and permanent disablement.

Your insurance cover may also be referred to by a different name depending on when your Policy was issued and the type of policy that was issued to you.

Your Policy will be subject to terms and conditions, and there may be exclusions that apply. Details of the terms and conditions and exclusions that apply to your Policy are set out in your Life Insurance Documents.

You can access a copy of the Product Disclosure Statement applicable to your Policy at tal.com.au/protection-plans-docs or by contacting us on 1300 553 764.

2.5 Insurance through TAL Super

The terms and conditions that relate to your insurance product/s held within TAL Super are set out in your Life Insurance Documents. Your Life Insurance Documents set out important information about:

- eligibility for insurance cover;
- various ways to structure your insurance cover;
- your duty to take reasonable care not to make a misrepresentation when completing an application for insurance;
- insurance benefit provided including when cover starts and ends and maximum insured amounts;
- the cost of cover including any discounts available;
- how to make a claim for a benefit;
- the terms and conditions of those benefits, including important definitions; and
- exclusions and restrictions on the payment of those benefits.

Once you are a member of TAL Super, the Trustee is the Policy Owner and you are the Life Insured. You will not have an accumulation account in TAL Super, as the Trustee will immediately pay all contributions and rollovers received for you to the Mercer Super Trust (TAL Super) to pay your insurance premiums. Your membership of TAL Super only provides insurance benefits.

The Trustee may reduce your contributions if it is able to claim a tax deduction for the premiums funded by that payment and the contributions are not assessable income to the fund. To reflect the most common tax outcome to TAL Super, the Trustee will assume:

- you will be claiming a tax deduction for any personal contributions you make. This means we will assume that 15% tax will be payable on the contribution and the premium funded by your contribution will be deductible, resulting in no net tax impact for TAL Super; and
- generally, transfers to or from other super funds are not taxed, meaning that no tax is payable on the rollover, but the premium funded by the rollover is deductible to TAL Super for tax purposes, so there will be a net 15% tax impact; i.e. your rollover will only need to fund 85% of the premium. However, transfers from certain funds may include an 'untaxed element', which may be subject to tax.

It's not possible to later adjust those outcomes to reflect your individual tax circumstances. These outcomes do not change the premiums paid or the amount of cover.

2.6 Providing your Tax File Number (TFN)

When you become a member of TAL Super, the TFN that you have provided to TAL Life or another entity as part of a Successor Fund Transfer (SFT) will be made available to the Trustee. Your TFN will only be used for lawful purposes and may only be disclosed as permitted by the applicable laws. The purpose for which TAL Life and the Trustee are able to use your TFN may change in the future as a result of law changes.

2.7 Superannuation and family law

Provisions in the *Family Law Act* enable parties who are married or in a de facto relationship to require superannuation fund trustees to carry out certain actions in relation to superannuation entitlements. Members should note that their spouse or de facto will be able to request the Trustee to disclose information about the member's benefit entitlements ('Request for Information').

The Trustee is prohibited by law from informing members that such a request was made. The Trustee will not pass any information about your present whereabouts to the person making the Request for Information.

2.8 Payment of benefits

If you become eligible for a benefit under the Policy, Term Life and TPD Insurance benefits will be paid as a lump sum and Income Protection Insurance benefits will be paid by income stream. A benefit payment will not be made under the Policy until the Trustee has determined to whom the benefit must be paid. This might be you, your beneficiary, your legal personal representative or one or more of your dependants.

2.9 Payment of a death benefit

Superannuation law specifies that a death benefit can only be paid to the following:

- member's spouse (married, de facto or same sex couples);
- child of the member of any age (including adopted child, stepchild and ex-nuptial child);
- the member's legal personal representative;
- any person who was financially dependent on the member at the time of death; and
- any person with whom the member had an interdependency relationship.

Where, after reasonable searches the Trustee cannot locate any of these persons, it may pay the death benefit to an individual non-dependant such as a parent or sibling.

2.10 Payment of superannuation benefits

Other than death benefits, a superannuation benefit can only be paid where the member meets a condition of release under SIS. Generally, these circumstances include permanent incapacity, temporary incapacity, terminal medical condition, retirement (or the person has reached their preservation age), the termination of employment after age 60, leaving Australia after holding an eligible temporary resident visa, and on financial hardship or compassionate grounds. Rules relating to when superannuation benefits can be accessed are complex, so you should consult your financial adviser for further information.

Please note that not all of the above conditions are relevant to your membership in TAL Super. You will only receive a benefit from TAL Super for one of the following conditions of release:

- death;
- permanent incapacity;
- temporary incapacity; or
- terminal medical condition.

2.11 Nominating a beneficiary

Understanding who receives your superannuation and insurance benefit in the event of your death is important. Under the Trust Deed, the Trustee has the discretion to determine to whom and in what proportions any death benefit is payable ([see section 2.13](#) for information on non-lapsing nominations).

In the event of your death, benefits will be paid to one or more of your dependants or to your legal personal representative.

For superannuation and tax purposes, the definition of 'dependant' includes any of the following:

- A spouse, which includes a person (whether of the same or different sex) with whom the member is in a relationship that is registered under a law of a State or territory, or a person who, although not legally married to the member, lives with the member on a genuine basis in a relationship as a couple;
- A child of the member, including adopted child, stepchild, ex-nuptial child or child of the member's spouse (but for tax purposes a child must be under age 18);
- A person who is financially dependent on the member; or
- A person with whom the member has an 'interdependency relationship'.

It is recommended that any nomination of beneficiaries made by you be reviewed regularly, particularly if a change in circumstances has occurred (e.g. marriage or divorce).

2.12 What is an interdependency relationship?

An interdependency relationship is defined as where two people (whether or not related by family):

- live together;
- have a close personal relationship;
- one or each of them provides the other with financial support; and
- one or each of them provides the other with domestic support and personal care.

An interdependency relationship can also exist where there is a close personal relationship between two people who do not satisfy all other criteria for interdependency because either or both of them suffer from a physical, intellectual, psychiatric or other disability.

2.13 Non-lapsing nominations

The Trustee is obliged to pay your death benefit in accordance with the Trust Deed, the Designated Rules of the Plan and superannuation laws.

When making (or amending) a non-lapsing nomination, special conditions need to be met. The nomination must be signed in the presence of a witness. The witness needs to be over the age of 18 and cannot be a beneficiary under the non-lapsing nomination.

If your nomination is invalid at the time of your death, then the Trustee has the discretion to determine to whom and in what proportions any death benefit is payable.

A nomination will be invalid if:

- the nomination is signed and witnessed improperly;
- the nomination is unclear, ambiguous or ineligible;
- one or more nominated beneficiaries are not, at the time of your death, either a dependant under superannuation law or your legal personal representative ([see section 2.11](#)).
- the non-lapsing nomination is revoked;
- a new non-lapsing nomination is provided; or
- the Trustee has knowledge that since giving the Trustee the non-lapsing nomination, you:
 - married;
 - entered into a de facto or like relationship with a person of either gender;
 - separated on a permanent basis from your spouse or partner; or
 - had a child with a person other than your spouse or partner.

We recommend you consider seeking professional advice before making nominations.

2.14 Transfer of benefits to the ATO in certain circumstances

The Trustee is required by superannuation law to transfer your benefits in certain circumstances. The Trustee will transfer your benefits to the ATO (after providing prior written notice of its intention to do so) if you do not inform the Trustee of an alternative superannuation arrangement within the time frame set out in the notice.

If we pay your benefit to the ATO, you cease to be a member of TAL Super. On transfer to the ATO, your insurance protection in TAL Super ceases. You can transfer or withdraw your benefit from the ATO as the governing legislation permits.

3 Other important information

What are the costs?

You are not charged a fee for membership of TAL Super. The Trustee's costs of running TAL Super are met by a payment from TAL Services as well as from fund reserves. These costs are not an additional cost to you. The details of the insurance premiums, insurance fees and other costs relating to insurance can be found in your Life Insurance Documents.

When does your cover and membership start and end?

Where you apply to change ownership of your existing Policy and become a member of TAL Super, we are not bound to accept an application for membership into TAL Super. If we accept your application and we issue a Policy Schedule or Membership Certificate, you will become a member of TAL Super. The invitation to apply to change ownership is only made to persons receiving the PDS in Australia. The Policy Schedule or Membership Certificate shows the cover start date, cover end date, the Policy Owner, and the benefits, options and special conditions that apply to you.

Your membership with TAL Super will end when your Life Insurance Policy ends, is cancelled or transferred.

Your Life Insurance Documents sets out the details of when your cover starts and ends.

If the Policy is altered at any time you will receive a new Policy Schedule or Membership Certificate or confirmation reflecting the agreed changes.

Tax

Unless otherwise stated, the general information provided below is based on Australian law that is in force at the time this document was prepared and relates to Australian resident individuals only.

We recommend that you obtain independent, professional tax advice that takes into account your specific circumstances regarding the tax and superannuation implications of investing in or contributing to superannuation and of joining and obtaining insurance cover through TAL Super.

The complexity of taxation laws and rulings is such that any advice should be specific to your circumstances. This should include any tax implications of holding insurance cover structured through superannuation or outside of superannuation.

A benefit payment will not be made under a Policy through TAL Super until the Trustee has determined to whom the benefit must be paid. This might be you, your beneficiary, your legal personal representative or one or more of your dependants. Except for benefits paid under Income Protection, benefits paid from TAL Super are treated as superannuation benefits for tax purposes. Where TAL Life or the Trustee is required by law to withhold any tax from a benefit, TAL Life or the Trustee will withhold the required amount before paying the benefit.

Individuals have different options to contribute to superannuation to fund the acquisition of insurance cover. Below is a general summary of the Australian tax implications of making contributions to a complying superannuation fund and receiving the types of benefits that are insured under your life insurance product. Please visit ato.gov.au for more information about contributions and work test requirements.

Individual members

You can make concessional or non-concessional superannuation contributions to a complying superannuation fund. Non-concessional contributions include contributions for which you do not claim an income tax deduction and any excess concessional contributions that are not refunded by the fund.

Concessional contributions include personal contributions which are claimed as a tax deduction, employer contributions and salary sacrifice contributions.

Concessional contributions are generally included in the fund's assessable income and may be subject to tax at the rate of 15% in the fund's hands. Additional taxes may be imposed on the member with a high adjusted taxable income above \$250,000 that receives concessional contributions.

There are caps on the amount that you can contribute to your superannuation each financial year to be taxed at lower rates, one for concessional contributions and another one that applies to non-concessional contributions. These caps exist to limit the amount that you can contribute to your superannuation each financial year and still receive concessional tax treatment. If your contributions exceed these caps, you may have to pay extra tax.

If you receive an excess concessional or non-concessional contribution determination from the ATO, you should not elect for amounts to be released from TAL Super. TAL Super is unable to process a release authority from the ATO because you will not have an accumulation interest from TAL Super. In these circumstances if you require an amount to be released, you should nominate another superannuation fund in which you have a sufficient account balance to make the release from.

Depending on your income you may also benefit from government co-contributions if you make a non-concessional contribution to your superannuation. The government co-contribution is a payment made by the Federal Government to the superannuation account of eligible members who make non-concessional contributions.

For more information about contributions, including the caps that apply each year and how contributions are counted towards the caps, as well as how government co-contributions work, please contact your financial adviser or go to ato.gov.au.

Employers

Employer contributions are tax deductible to the employer where they are made to provide superannuation benefits for an employee or the employee's dependants.

Employers can make contributions to complying superannuation funds for employees aged:

- under 75; or
- 75 and over, where contributions are required under legislation (such as the Superannuation Guarantee) or by relevant industrial awards.

Tax payable on death benefits

Lump sum death benefits are tax free if paid to a dependant for tax purposes or the member's estate where the beneficiaries of the estate are dependants of the member for tax purposes. Lump sum death benefits paid to non-dependants for tax purposes or the member's estate to the extent the beneficiaries are not dependants for tax purposes, are taxed at different rates depending on whether the elements are from taxed or untaxed sources.

Tax payable on Terminal Illness benefits

Terminal illness benefits paid to members are tax free.

Tax payable on TPD benefits

TPD benefits are taxed at different rates, depending on the amount, the member's age when they were disabled and their age at the date of payment.

Tax payable on Income Protection benefits

Income Protection benefits that substitute for lost income or are in the nature of ordinary income should constitute assessable income of the member.

Withholding tax

Where TAL Life or the Trustee is required by law to deduct any tax, duty, impost or the like in connection with the payment of a benefit, TAL Life or the Trustee will deduct the required amount from the payment and forward it to the relevant authority. For example, TAL Life will withhold tax from the Income Protection benefits that are income in nature before the amounts are paid to the member or their nominated superannuation fund respectively, as required by the tax law. TAL Life will also withhold tax from the TPD and death benefits where required by law.

Anti-money laundering and counter terrorism financing

TAL Life and MSAL are required to satisfy various regulatory and compliance obligations, including the *Anti-Money Laundering/Counter-Terrorism Financing Act 2006 (Cth)*.

TAL Life may, from time to time, require additional information from you, which you must provide. We may also be required to disclose information about you to a regulator or law enforcement body.

Privacy

The way in which we collect, use and disclose your personal and sensitive information (personal information) is explained in TAL Life's and Mercer's respective Privacy Policies. Protecting your personal information is very important to us. Please refer to your Life Insurance Documents for information on how your personal information will be used. If you would like a copy or if you have any questions about the way in which we manage your information, please contact us using the details below:

TAL Life

- ☎ 1300 553 764
- @ customerservice@tal.com.au
- 🌐 tal.com.au
- ✍ GPO Box 5467, Sydney NSW 2001

MSAL

- ☎ 1300 553 764
- @ customerservice@tal.com.au
- 🌐 mercersuper.com.au/privacy
- ✍ GPO Box 4303, Melbourne VIC 3001

What happens if we make an error?

We work hard to make sure you receive accurate information and that your Policy and any claim you make will be administered correctly. However, from time to time we do make and identify errors. If this happens, we will try to make things right.

If you think we have made an error, please tell us right away so that we can investigate and take action.

How to make a complaint

If you are dissatisfied with your Policy which is structured through TAL Super, you should address your complaint to:

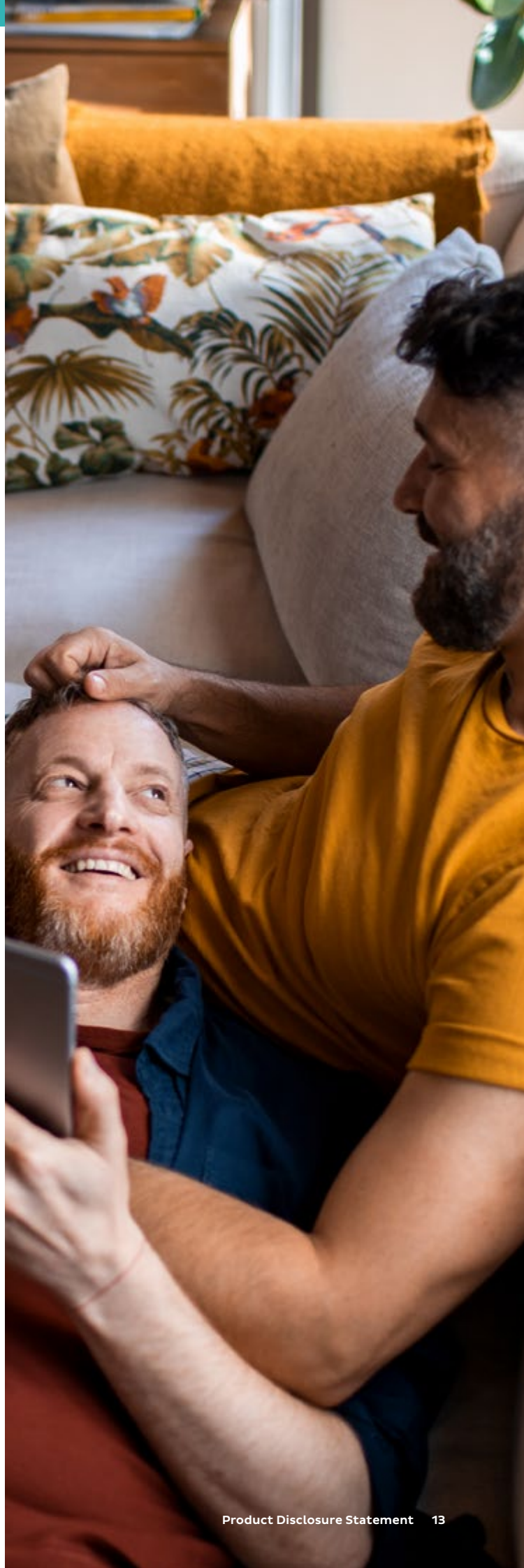
- ☎ 1300 553 764
- @ customerservice@tal.com.au
- 🌐 tal.com.au
- ✍ Internal Dispute Resolution
GPO Box 5380
Sydney NSW 2001

The Trustee always seeks to resolve any complaints to the satisfaction of all concerned and in the best interests of all members of TAL Super. We will acknowledge your complaint as soon as practicable. We will provide you a response no later than 45 calendar days after receiving your complaint, unless another time frame is allowed or required under the relevant legislation. If we are unable to provide you a response within this time frame, we will provide you a delay notification advising you the reasons for the delay, as well as your rights to complain to the Australian Financial Complaints Authority (AFCA).

If you have made a complaint and are not satisfied with the outcome, or we have not resolved your complaint within the required time frame, you can complain to AFCA. AFCA provides a fair, free and independent service that can assist you with further resolving your complaint at no cost to you.

- 🌐 afca.org.au
- @ info@afca.org.au
- ☎ 1800 931 678 (free call)
- ✍ Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Some complaints must be lodged with AFCA within set time frames or may be outside of AFCA's jurisdiction. Contact AFCA directly for more information about their time limits and other requirements.



TLAS, IPAS and IPAAS through TAL Super Product Disclosure Statement

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TAL