

Virgin Money Super Product Disclosure Statement

1 April 2026

A plan in the Retail Division of the Mercer Super Trust.

This Product Disclosure Statement (PDS) 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 (Mercer Super) ABN 19 905 422 981.

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This *Product Disclosure Statement* (PDS) is a summary of significant information, being the main features of Virgin Money Super, which is a plan in the Retail Division of the Mercer Super Trust (Mercer Super). It includes a number of references to important information in a series of incorporated booklets, each of which forms part of this PDS. These booklets are the:

- *Product Guide*
- *Insurance Guide*
- *Sustainable Investment Information* booklet.

You should read and consider the information in this PDS and the other incorporated booklets before making a decision about this product.

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

The information in this PDS and the other incorporated booklets that are part of it may change from time to time and if it is not materially adverse, will be made available online under 'Important documents' at virginmoney.com.au/super. A paper copy of any updated information will be given or an electronic copy made available on request at no charge by calling our Customer Care Team. We will advise you directly of any material changes as required by law.

Virgin Money Super Unique Superannuation Identifier (USI) 19 905 422 981 701.

1. About Virgin Money Super

Virgin Money Super is a simple accumulation style super product that can accept personal and employer contributions. On joining Virgin Money Super, you will be a customer of the Retail Division of Mercer Super.

Super you can count on

As part of Mercer Super, everything we do is centred around driving better outcomes for each and every one of our more than 1 million members. Our strategy focuses on empowering you with the tools and support you need throughout your path to and through retirement. With 75 years' experience, we're backed by Mercer¹, a locally led, global expert in retirement and investments. Our local know-how and global expertise are put to work for you, with 3,000 investment experts seeking out opportunities in Australia and around the world.

¹ Mercer Super invests predominantly in funds for which MIAL is the responsible entity. References to 'Mercer' in this paragraph are to MIAL and Mercer's global investment business.

With you for your super journey

Virgin Money Super offers a range of investment options including diversified options, single asset class options and a MySuper option called LifeStage Tracker[®]. LifeStage Tracker is the default investment option for Virgin Money Super.

You can tailor your investment strategy by selecting from our range of options. Further information on investment options can be found in section 5 'How we invest your money'.

At virginmoney.com.au/super you can find:

- This PDS and the other incorporated booklets that are part of this PDS
- The Target Market Determination for this product
- The product dashboard for each MySuper product and choice product (where required) in Virgin Money Super
- Trustee and executive remuneration disclosure for Mercer Super and any other documents that must be disclosed as required by law.

2. How super works

Super is a convenient way of saving for your future. It's a long-term investment with tax-savings provided by the government and is designed to grow over time and to help you be better off when you retire. It is an important part of your employment benefits.

Super is generally compulsory. In most cases, your employer is required by law to regularly contribute a minimum amount for you to a super fund, which you can choose. This is called a Superannuation Guarantee (SG) contribution.

Generally, you can advise your employer as to which super fund you'd like your SG contributions to be paid into. You can also make other types of contributions.

If you don't make a choice or tell your employer where you want your super paid, they'll generally pay your contributions to an existing super account advised to your employer by the Australian Taxation Office (ATO).

If you don't have a suitable existing fund and you don't make a choice, your employer will generally pay contributions to its selected default fund.

There are different types of super contributions, including:

- Employer contributions
- Voluntary contributions
- Super co-contributions.

There are limitations on contributions to, and restrictions on withdrawals from, super. Go to moneysmart.gov.au for more information.



You should read the important information about contributions and payment of benefits before making a decision. Go to 'Important documents' at virginmoney.com.au/super and read the 'Contributions' section in the *Product Guide*. The material relating to contributions and payment of benefits may change between the time you read this PDS and the day when you acquire the product.

3. Benefits of investing with Virgin Money Super

As a Virgin Money Super customer, you benefit from:

- **24/7 online access:** Manage your account anytime, anywhere.
- **Dedicated support:** Assistance from our Australian based Customer Care Team.
- **Limited financial advice and support tools:** Access to financial advice about your Virgin Money Super account and support tools at no additional cost.
- Access to the **Virgin Money Super Baby Break**, where we will reduce the asset-based administration fee for your account if you are on maternity or paternity leave, for a maximum of 12 months per child (see section 6 'Fees and costs' for more information).
- **Retirement planning:** Access our Retirement Income Simulator to understand how much income you're on track to receive when you retire and estimate how long your super may last.

With simple solutions, accessible advice and flexible investments, Virgin Money Super is here to help you make your super count.

We also have simple to use online tools to manage your super at your fingertips. Login to your online account to:

- View your Virgin Money Super account balance
- Update your personal details
- Switch between investment options
- Manage your communications preference
- Search for other super accounts and consider consolidating them into your Virgin Money Super account.

Whenever you need help, just call our Customer Care Team.

Receiving your benefits

Your benefit amount is equal to your super account balance. If you have insurance cover, you may also receive an insured benefit amount if you are assessed as being totally and permanently disabled (TPD), terminally ill or you die and the insurer pays an insured benefit amount.

If you are insured and become totally or partially disabled, you may receive an Income Protection (IP) monthly insurance benefit amount.



You should read the important information about the significant features and benefits of Virgin Money Super and receiving your benefits before making a decision. Go to 'Important documents' at virginmoney.com.au/super and read the *Product Guide*. The material relating to significant features and benefits of Virgin Money Super, and receiving your benefits, may change between the time you read this PDS and the day when you acquire the product.

4. Risks of super

All investments, including super, carry some risk.

Investment risk

Investment risk is the possibility of losing money or not achieving the expected investment return due to various factors such as market volatility, economic conditions, and investment manager performance. Taxes, fees and costs and low or negative investment returns can also have an impact on investment risk in super. Each investment option has different levels and types of risks, depending on the assets they invest in.

Generally, assets with the highest long-term returns may also carry the highest level of short-term risk. Returns for each investment option will vary and future returns may be different to past returns.

Your investment could rise or fall in value or produce a return that is less than expected. Rises and falls in value can happen quickly and for many reasons. Investment returns are not guaranteed, and an investor may lose some or all of their money.

Some investment options may also be exposed to other risks if they invest in certain types of assets. For example, currency risk, inflation risk, derivative risk, or other specific risks.

We show you investment risk for our investment options by using the standard risk measure (SRM). The SRM is based on industry guidance to allow customers to compare investment options that are expected to deliver a similar number of negative annual returns over any 20-year period. Please see section 5 'How we invest your money' in this PDS and the *Product Guide* for more information on the SRM and explanation of some of the types of investment risks.

Other risks

Some other important risks that may affect your super include:

- Super or tax laws may change in the future, which may affect the tax effectiveness of your super or when your final super benefit can be paid.
- Your final super benefit, which includes contributions and returns, may not be enough to adequately meet your retirement needs.
- There are also risks with insurance in your account, including if insurance fees are deducted from your account they will, like other fees, reduce your final super benefit. Additionally, insurance fees, terms and conditions may change in the future.

How risk affects you

Your level of acceptance for risk may vary depending on a range of factors including your age, investment timeframe, your risk tolerance, the extent and type of other assets and/or other investments that you may hold.



You should read the important information about investment risks before making a decision. Go to 'Important documents' at virginmoney.com.au/super and read 'Understanding investment risks' in the 'How we invest your money' section in the *Product Guide*. The material relating to understanding investment risk may change between the time you read this PDS and the day when you acquire the product.

5. How we invest your money

We give you the flexibility to tailor your investment strategy by offering a range of investment options that you can choose from.

When you join Virgin Money Super, we will invest your super in the default investment option, LifeStage Tracker, which is the MySuper product for Virgin Money Super. If you'd like to switch your investment strategy, you can do this online, once your account has been set up.

About your investment options

The investment menu you can choose from is made up of:

- **LifeStage Tracker® investment option:** This investment option is designed for customers who want us to gradually reduce their exposure to growth assets, and therefore lower their investment risk, as they get older. When you join LifeStage Tracker, you are allocated into a 'path' based on your year of birth. When you are younger, your path has a higher allocation of growth assets (such as shares and property) and as you get older, your path will gradually reduce its exposure to growth assets, where investment returns are generally less volatile.
- **Choice investment options:** You can create your own investment mix by choosing any combination from our range of Choice investment options. These options are for customers who want to get more involved with how their super is invested and decide what amounts are allocated to particular asset classes.

Details about the LifeStage Tracker investment option are provided in this section. Please refer to the *Product Guide* for information about all the available investment options.

Asset allocation and asset classes


Path:	Born prior to 1959 ¹	Born 1959 to 1963	Born 1964 to 1968	Born 1969 to 1973	Born after 1973 ²
Additional Target Return over CPI (% per annum)	1.5	2.0	2.5	3.0	3.0
Minimum suggested timeframe (years)	7	7	10	10	10
Standard Risk Measure ³ : Risk Band and Label	5 – Medium to high	5 – Medium to high	6 – High	6 – High	6 – High
Growth assets target and range (%)	50 (30-70)	58 (40-80)	72 (55-95)	85 (65-100)	90 (70-100)
Defensive assets target and range (%)	50 (30-70)	42 (20-60)	28 (5-45)	15 (0-35)	10 (0-30)
Asset class ranges⁴ (%)					
Australian Shares	5-35	10-40	15-45	20-50	20-50
International Shares	10-40	15-45	20-50	30-60	30-60
Real Assets	0-25	0-25	0-25	0-25	0-25
Alternative Assets	0-10	0-10	0-10	0-10	0-10
Growth Fixed Interest	0-15	0-15	0-15	0-15	0-15
Defensive Fixed Interest and Cash	30-60	25-55	10-40	0-25	0-20

1 'Born prior to 1959' includes the following paths – Born prior to 1949, Born 1949 to 1953 and Born 1954 to 1958.

2 'Born after 1973' includes the following paths – Born 1974 to 1978, Born 1979 to 1983, Born 1984 to 1988, Born 1989 to 1993, Born 1994 to 1998, Born 1999 to 2003, Born 2004 to 2008, Born 2009 to 2013 and Born 2014 to 2018.

3 See the *Product Guide* for more information about the Standard Risk Measure.

4 The strategic asset allocation for each asset class is set out in the *Product Guide*.

 You should read the important information about the extent to which Environmental, Social and Governance (ESG) factors are taken into account for the investment options before making a decision. Go to 'Important documents' at virginmoney.com.au/super and read the *Sustainable Investment Information* booklet. The material relating to the extent to which ESG factors are taken into account may change between the time you read this PDS and the day when you acquire the product.

For investment performance go to 'Performance' at virginmoney.com.au/super. Past performance is not a reliable indicator of future performance.

Warning: When choosing a MySuper product or another investment option, you must consider the likely return and risks of the investment option and your investment timeframe.



You should read the important information about how we invest your money (including how you can switch investment options and how we may change investment options) before making a decision. Go to 'Important documents' at virginmoney.com.au/super and read the *Product Guide*. The material relating to how we invest your money may change between the time you read this PDS and the day when you acquire the product.

About LifeStage Tracker®

Description

The LifeStage Tracker investment option takes a whole of life approach to investing your super. This means we manage your investment in LifeStage Tracker to help ensure your asset mix is in line with your life stage, based on your age. Growth assets will gradually reduce for those born between 1959 and 1973 as customers in each path get older.

Find out more about LifeStage Tracker in the *Product Guide*.

Investment return objective

To achieve a return (after tax and investment fees) that exceeds Consumer Price Index (CPI) increases by at least the additional target return over rolling periods equal to the minimum suggested timeframe (as shown below).

6. Fees and costs

Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

You or your employer, as applicable, may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.

To find out more

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission (ASIC)** Moneysmart website (www.moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

The above text is prescribed by law. Fees and costs for Virgin Money Super are not subject to negotiation and are as outlined in this section of this PDS and the *Product Guide*.

This section shows fees and other costs that you may be charged. These fees and other costs may be deducted from your money, from the returns on your investment or from the assets of the superannuation entity as a whole.

Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Entry fees and exit fees cannot be charged.

Taxes, insurance fees and other costs relating to insurance are set out in another part of this document.

You should read all the information about fees and other costs because it is important to understand their impact on your investment.

Fees and costs summary

Virgin Money Super – LifeStage Tracker investment option		
Type of fee or cost	Amount	How and when paid
Ongoing annual fees and costs¹		
Administration fees and costs	<ul style="list-style-type: none"> \$58 p.a. dollar-based (\$4.83 per month) administration fee (regardless of your balance). 	Generally deducted on the last day of the month from your account balance.
	<ul style="list-style-type: none"> Plus 0.424% p.a. of your super account balance as an asset-based administration fee. <p>This asset-based administration fee may be reduced from 0.424% to 0.074% p.a. if you are eligible for the Virgin Money Super Baby Break (see 'Fee changes' below for more details).</p>	Generally calculated and deducted daily when unit prices are determined, reducing investment returns of the investment option.
	<ul style="list-style-type: none"> Plus an estimated 0.03% p.a. of Mercer Super assets as other administration costs. 	Deducted from the member reserve. This cost is not charged directly to your super account but will reduce the member reserve balance held by Mercer Super.
Investment fees and costs^{2,3}	<ul style="list-style-type: none"> Estimated to be between 0.146% to 0.156% p.a. of your super account balance depending on which path you are in. 	Generally calculated and deducted daily when unit prices are determined, reducing investment returns of the investment option.
	<ul style="list-style-type: none"> Plus an estimated 0.00% p.a. of Mercer Super assets as other investment costs. 	Deducted from the member reserve. This cost is not charged directly to your super account but will reduce the member reserve balance held by Mercer Super.
Transaction costs³	<ul style="list-style-type: none"> Estimated to be between 0.00% to 0.01% p.a. of your super account balance. 	Generally calculated and deducted daily when unit prices are determined, reducing investment returns of the investment option.
Member activity related fees and costs		
Buy-sell spread	Nil.	Not applicable.
Switching fee	Nil.	Not applicable.
Other fees and costs⁴	We may apply other fees and costs which include family law fees, advice fees (for personal advice which may be negotiable) and insurance fees.	

1 If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

2 Investment fees and costs includes an amount of 0.00% for performance fees. The calculation basis for this amount is set out under 'Additional explanation of fees and costs' in the 'Fees and other costs' section of the *Product Guide*.

3 Investment costs and transaction costs are based on the financial year ending 30 June 2025. The actual amount will change from year to year and may be more or less than the amounts shown. For details of the calculation basis of these amounts see 'Additional explanation of fees and costs' in the 'Fees and other costs' section of the *Product Guide*.

4 See 'Additional explanation of fees and costs' in the 'Fees and other costs' section of the *Product Guide*.

Warning: If you consult a financial adviser, you may have to pay an adviser service fee (which is negotiable). The Statement of Advice given to you by the adviser will include any details about this fee.

Example of annual fees and costs for a superannuation product

This table gives an example of how the ongoing annual fees and costs for the LifeStage Tracker investment option for this superannuation product can affect your superannuation investment over a 1-year period. You should use this table to compare this superannuation product with other superannuation products.

EXAMPLE – LifeStage Tracker (Born 1964 to 1968 path)		BALANCE OF \$50,000
Administration fees and costs	0.454% plus \$58	For every \$50,000 you have in the superannuation product you will be charged or have deducted from your investment \$227 in administration fees and costs, plus \$58 regardless of your balance.
PLUS Investment fees and costs	0.156%	And , you will be charged or have deducted from your investment \$78 in investment fees and costs.
PLUS Transaction costs	0.01%	And , you will be charged or have deducted from your investment \$5 in transaction costs.
EQUALS Cost of product		If your balance was \$50,000 at the beginning of the year, then for that year you will be charged fees and costs of \$368 for the superannuation product.

Note: * Additional fees may apply.

The above example is based on the Born 1964 to 1968 path. The investment fees and costs, and transaction costs for this investment option vary depending on your path.

Details about the fees and costs for the LifeStage Tracker investment option are provided in this section. Please refer to the *Product Guide* for information about the fees and costs for all the available investment options.

Fee changes

The trustee has the right to change fees at any time, without your consent. We will give you at least 30 days' written notice of any increase in fees.

Virgin Money Super Baby Break

If you advise us that you are on maternity or paternity leave, we will reduce the asset-based administration fee for your Virgin Money Super account from 0.424% to 0.074% p.a. of your super account balance for up to 12 months per child. Go to 'Fees' at virginmoney.com.au/super for terms and conditions and to access the *Baby Break Form*, or call our Customer Care Team and we can help.



You should read the important information about fees and costs (including the cost of product for 1 year and definitions of fees) before making a decision. Go to 'Important documents' at virginmoney.com.au/super and read the *Product Guide*. The material relating to fees and costs may change between the time you read this PDS and the day when you acquire the product.

7. How super is taxed

Super is generally taxed at three stages.

Contributions

Non-concessional contributions: After-tax contributions, where you do not claim a tax deduction, are generally tax-free.

Concessional contributions: Employer contributions (including SG employer contributions), salary sacrifice contributions and contributions where you notify us that you intend to claim a tax deduction are generally taxed at 15%*. Allowance for this tax is deducted from your super account and is calculated at 15% of your net concessional contributions after relevant insurance premiums are deducted. We pay the tax on contributions to the ATO.

* Customers on incomes (as defined in legislation for this purpose) of more than \$250,000 are also subject to an additional tax of 15% on some or all of their concessional contributions. The ATO assesses this tax separately and will issue you with an assessment notice if applicable.

Warning: Contribution caps apply to the amount of concessional and non-concessional contributions that are concessional or tax-free in any financial year. Additional tax may be payable if your contributions exceed the caps in a financial year.

Investment income

Investment earnings are generally taxed at 15%. Where unit prices apply to an investment option, an allowance for this tax is deducted from investment earnings before the unit price is determined. We pay the tax on investment income to the ATO.

Super benefits

Super benefits from Virgin Money Super may be taxed if your age is less than 60. Generally, no tax applies to super benefits once you turn 60 (tax may be payable on some death benefits and some disablement income benefits (where applicable)). Withholding tax is deducted from your super benefit before it is paid to you. Different rules may apply if you are not an Australian or New Zealand citizen or an Australian permanent resident. We pay any tax we deduct from your super benefit to the ATO.

Warning: It is important that you provide the trustee with your Tax File Number (TFN) when you join Virgin Money Super. If the trustee does not have your TFN:

- The trustee will only be able to accept employer contributions (including salary sacrifice contributions) made for you. No other contributions can be accepted, including non-concessional and super co-contributions.
- You will pay higher tax on employer contributions (including salary sacrifice) made for you.
- You may pay more tax than you need to on your super benefit.



You should read the important information about tax and super before making a decision. Go to 'Key documents' at virginmoney.com.au/super and read the *Product Guide*. The material relating to tax and super may change between the time you read this PDS and the day when you acquire the product.

8. Insurance in your super

The following types of insurance cover are available in Virgin Money Super, subject to eligibility:

- Death only cover (including Terminal Illness)
- Death and Total and Permanent Disablement (TPD) cover
- Income Protection (IP) cover.

Automatic Insurance cover

You will be eligible for Automatic Insurance cover for Death (including Terminal Illness) and TPD if:

- You are aged 15 to under 65;
- You are an Australian resident (or hold an Australian Visa entitling you to residency or employment); and
- You haven't opted out of Automatic Insurance cover.

Subject to eligibility, your Automatic Insurance cover will commence when:

- You are aged 25 or over, and
- You have an account balance of at least \$6,000.

We will determine the level of Automatic Insurance cover provided based on your age next birthday, as set out in the table on the next page.

Your Automatic Insurance cover will be limited to New Events cover for a minimum of 12 months from the date cover commenced. If you were not At Work upon the expiry of the 12 months, your cover will remain limited to New Events cover until you have been At Work for 30 consecutive days.

Please note: You can opt out of, or cancel, your Automatic Insurance cover at any time.

Opting in to Automatic Insurance cover

You can opt in to receive Automatic Insurance cover if you haven't turned 25 or your balance has not reached \$6,000 yet. See the *Insurance Guide* for further information.

Tailored Insurance cover

Virgin Money Super offers Tailored Insurance options if you need more or less insurance than we automatically provide.

You can apply for the following types of cover:

- Death only or Death and TPD cover
- Income Protection cover.

Your application for Tailored Insurance cover is subject to eligibility and acceptance by the Insurer. See the *Insurance Guide* for more details.

Cost of Automatic Insurance cover

Insurance fees apply to any insurance cover you hold in your Virgin Money Super account. Insurance fees consist of the insurance premium plus an insurance administration fee (also known as a cost recovery fee).

The insurance premium depends on several factors including your amount and type of insurance cover, and your age. Tailored Insurance Cover also factors in your gender, your occupation classification, and smoker status.

Insurance premiums for Automatic Insurance cover for Death only or Death and TPD cover are set out in the 'Cost of Automatic Insurance cover' table below. The insurance premiums for Tailored Insurance cover are set out in the *Insurance Guide*.

An insurance administration fee of \$1.50 per month per type of cover also applies to cover the cost of administering insurance benefits in your account.

We will deduct insurance fees from your account monthly in arrears. It's important to ensure you maintain a sufficient account balance to pay for the deduction of insurance fees.

Cost of Automatic Insurance cover						
Type of insurance cover	Death (including Terminal Illness) only cover or Death and TPD cover					
How insurance cover is calculated	Automatic Insurance cover is based on units. The number of units provided and the value of insurance cover that each unit provides changes based on age.					
How premiums are calculated	For Automatic Insurance cover, one unit of Death and TPD cover equates to a premium of \$0.91/week and one unit of Death only cover equates to a premium of \$0.55/week.					
Calculating your amount of insurance cover and premium	Age next birthday	Units of cover automatically provided	Amount of insurance cover per unit	Total insurance cover automatically provided	Total weekly premium – Death and TPD cover	Total weekly premium – Death only cover
	16-20	1	\$90,400	\$90,400	\$0.91	\$0.55
	21-25	2	\$81,300	\$162,600	\$1.82	\$1.10
	26-30	3	\$81,000	\$243,000	\$2.73	\$1.65
	31-40	4	\$67,600	\$270,400	\$3.64	\$2.20
	41-45	5	\$35,200	\$176,000	\$4.55	\$2.75
	46-50	4	\$16,900	\$67,600	\$3.64	\$2.20
	51-55	3	\$11,400	\$34,200	\$2.73	\$1.65
	56-60	3	\$5,200	\$15,600	\$2.73	\$1.65
61-65	3	\$4,700	\$14,100	\$2.73	\$1.65	

Automatic cancellation of insurance cover

Insurance cover you have will be cancelled if your account balance is insufficient to pay for the monthly deduction of insurance fees.

Any insurance cover will also 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 maintain your insurance cover.

We will write to you before cancellation occurs in the above circumstances. Cover may be cancelled in other circumstances as set out in the *Insurance Guide*.

Warning:

Insurance fees

Insurance fees will be deducted from your super account balance until we process your request to cancel or opt out of insurance cover.

Important information

The *Insurance Guide* contains important information about insurance in your Virgin Money Super account including the types of cover available (including Automatic Insurance cover and Tailored Insurance cover), when cover starts and ends, payment of insured benefits, features and benefits included with your insurance, exclusions, insurance definitions, and other important terms and conditions.

The important information in the *Insurance Guide* may affect your entitlement to insurance cover or the payment of insured benefits. You should read it before deciding whether the insurance available to you through this product is appropriate for you or whether to apply for cover in Virgin Money Super.



You should read the important information about insurance in your super before making a decision. Go to 'Important documents' at virginmoney.com.au/super and read the *Insurance Guide*. The material relating to insurance may change between the time you read this PDS and the day when you acquire the product.

9. How to open an account

You can elect to join Virgin Money Super by:

- Joining as an individual:
 - online at virginmoney.com.au/super – we will usually send you confirmation of your Virgin Money Super account within 30 minutes of you completing the online form, or
 - you may be able to nominate Virgin Money Super as your chosen super fund and submit the online application form to join through your employer's HR system.
- If Virgin Money Super is your employer's default super fund, your employer will nominate you as a customer when you commence employment (unless the ATO advises your employer you have a suitable existing fund to contribute to, or you choose another fund) – we will send you confirmation of your Virgin Money Super account once we have received and accepted your employer's nomination.

Only people based in Australia can become customers.

Your personal login will be provided to you after you join Virgin Money Super. Use your personal login at virginmoney.com.au/super to:

- View your account balance and transactions
- Access the applicable forms
- Change your investment options
- Update your contact details and communication preferences.

Go to virginmoney.com.au/super or call our Customer Care Team for:

- The booklets referred to in this PDS
- Our *Fact Sheets*
- Other important documents about Mercer Super.

Cooling off

If you join Virgin Money Super as an individual, you're entitled to a cooling off period to make sure you're completely happy with your decision to join us. You have 14 days to change your mind.

If you joined Virgin Money Super through an employer nomination, you do not have any cooling off period.

New employers participating in Virgin Money Super for the first time have a 14-day cooling off period.

See the 'Other key information' section of the *Product Guide* for more information about cooling off periods.

Contact us – Enquiries and complaints

Customer Care

If you have a question about your super, an enquiry or a complaint, call our Customer Care Team on **1300 652 770** from 8am to 6pm AEST/AEDT Monday to Friday (apart from national public holidays).

By mail

Virgin Money Super
GPO Box 4650
Melbourne VIC 3001

If we have not responded to your complaint within the timeframe prescribed in our complaints management procedures or you are not satisfied with our decision, you may be able to take the matter to the Australian Financial Complaints Authority (AFCA) at afca.org.au or on **1800 931 678**.



You should read the important information about cooling off and enquiries and complaints before making a decision. Go to 'Important documents' at virginmoney.com.au/super and read the *Product Guide*. The material relating to cooling off and enquiries or complaints procedures may change between the time you read this PDS and the day when you acquire the product.