

# KOGAN

## Combined Financial Services Guide

1 July 2021

This combined Financial Services Guide (FSG) contains information about Mercer Superannuation (Australia) Limited (MSAL) ABN 79 004 717 533 and Kogan Superannuation Pty Ltd (Kogan Superannuation) ABN 58 631 662 710.

MSAL holds an Australian Financial Services Licence #235906 and is the trustee for the Mercer Super Trust (MST). Kogan Super is a plan within the MST. MSAL has appointed Kogan Superannuation (001276987) as its authorised representative in relation to Kogan Super.

MSAL is required to provide you with this FSG. It is designed to help you understand the financial services provided by MSAL and Kogan Superannuation and to assist you in deciding whether to use any of these services in relation to your membership of Kogan Super. In this FSG, MSAL is referred to as 'we' or 'us' and advises:

- who we are and how we can be contacted;
- the services and products we are authorised to provide;
- remuneration that may be paid to us and other relevant persons in relation to the services and products offered; and
- who to contact should you have an enquiry or complaint.

The Kogan Super Product Disclosure Statement (PDS) includes information about Kogan Super and will assist you to make a decision about investing in Kogan Super. You should read this document carefully. You can get this PDS, the Product Guide and the Insurance Guide free of charge at [kogansuper.com.au/documents](http://kogansuper.com.au/documents) or by calling us on 1800 517 212 to request a copy.



## Relationships and associations

MSAL is a wholly owned subsidiary of Mercer (Australia) Pty Ltd (MAPL) ABN 32 005 315 917. Other subsidiaries of MAPL also provide financial services to Kogan Super such as superannuation administration, investment management and consulting services via the following entities:

- Mercer Consulting (Australia) Pty Ltd
- Mercer Investments (Australia) Limited
- Mercer Outsourcing (Australia) Pty Ltd
- Mercer Financial Advice (Australia) Pty Ltd

The other Mercer entities can provide financial services and products to MSAL and receive fees under these arrangements. Where related party transactions occur, we have in place steps to ensure that any conflicts that may arise as a result, are dealt with in accordance with Mercer's Conflicts Management Framework.

Mercer is a member of Marsh McLennan Companies, a public company listed on the New York Stock Exchange.

Marsh Pty Ltd, Guy Carpenter & Company LLC, and Oliver Wyman, Inc are also members of Marsh & McLennan Companies.

'MERCER' is a registered trademark of Mercer (Australia) Pty Ltd.

The Kogan Super logo is an Australian registered trademark of Kogan Superannuation.

Kogan Superannuation is a wholly owned subsidiary of Kogan.com Ltd ABN 96 612 447 293 (Kogan).

Kogan offers a digital platform to consumers where they can purchase in demand goods and services.

## The services we provide

Authorised services we can provide under our licence are:

### Financial Product Advice

Life Products

- Life Risk Insurance
- Investment Life Insurance
- Superannuation

### Deal in a Financial Product

- Life Risk Insurance
- Investment Life Insurance
- Superannuation

Kogan Superannuation has been appointed by MSAL as its authorised representative to provide general financial product advice in respect of Kogan Super, and to deal in a financial product by arranging for an interest in Kogan Super to be issued to customers. MSAL is responsible for any advice that is provided by Kogan Superannuation.

### General Financial Product Advice

General financial product advice is a recommendation or an opinion given orally or in writing that can influence you to make a decision about financial products but does not take into account your particular objectives, financial situation or needs. MSAL recommends you see a licensed or appropriately authorised financial adviser before making an investment in Kogan Super.

## How you can provide instructions to us?

You can give us instructions by using the contact details set out at the end of this FSG.

Please refer to the Kogan Super PDS for more details about how to provide instructions or carry out certain transactions.

## What does MSAL get paid?

If you invest in Kogan Super fees are deducted from your account. The fees are set in the Kogan Super PDS. MSAL uses these fees to pay itself and its service providers, including Kogan Superannuation.

## What is paid to representatives of MSAL providing financial services to you?

MAPL employs staff who are engaged to act as representatives of MSAL. These employees provide the financial services described in this FSG and they receive a salary. MAPL employees may also receive bonus payments and non-monetary benefits that are based on pre-determined performance objectives. Non-monetary benefits may include shares, conferences and functions (both in Australia and overseas), study support and gifts such as movie and theatre tickets.

It is not possible to determine in advance what (if any) additional benefits any representative who is a MAPL employee will receive as these benefits are not generally attributed to any particular product (that the representative recommends or advises on) or service they provide. Employees generally do not receive any commission, fees or bonuses for giving general financial product advice.

## What is paid to Kogan Superannuation?

For its services as authorised representative, Kogan Superannuation is paid a fee of up to 0.12% of the assets per annum in Kogan Super (calculated on a monthly basis). This fee is paid from the fees collected by MSAL – it is not an additional fee charged to members. Kogan Superannuation may rebate some of this fee to MSAL to offset the costs of operating Kogan Super.

Employees, directors and associates of Kogan Superannuation are entitled to, or may be entitled to, remuneration or benefits relating to employee incentive plans, and short term and long term incentives for directors and officers. These incentives are generally linked to the performance of Kogan, and (for example) may be determined by reference to Kogan's EBIT and/or share price. The financial services provided by Kogan Superannuation will contribute indirectly to Kogan's financial performance, and accordingly may be indirectly relevant in the calculation of an incentive payable to employees, directors and/or associates of Kogan Superannuation and employees, directors and/or associates of Kogan.com Limited. Other than as described previously, there is no other remuneration or benefits paid to employees, directors or associates of Kogan Superannuation, which are in respect of, or attributable to the provision of any of these financial services (for the purposes of section 942C(2)(f) of the Corporations Act 2001 (Cth)).

## Your privacy

We collect, use and disclose personal information about you in order to manage your superannuation benefits and give you information about your super. We may also use it to supply you with information about the other products and services offered by us and related companies. Call us if you do not want to receive marketing material.

You can read our joint privacy statement, together with the privacy policies of both Mercer and Kogan online at [kogansuper.com.au/privacy](http://kogansuper.com.au/privacy) and <http://www.mercerfinancialservices.com/privacy.html> for MSAL's privacy policy or call us on 1300 652 770

These privacy policies detail how we comply with the Privacy Act in the handling of your information. You should familiarize yourself with these policies to ensure that you understand how your information is collected, used and disclosed.

## Making an enquiry or complaint

If you have any enquiry or complaint:

- call us on 1800 517 212 or +61 3 91924431 if calling from overseas between 8am and 6pm AEST Monday to Friday, or
- complete and submit the online enquiry form available at [kogansuper.com.au](http://kogansuper.com.au), or
- write to  
Enquiries and Complaints Officer  
Mercer Super Trust  
GPO Box 4303  
Melbourne VIC 3001

Please include a reference to Kogan Super and your customer number when writing to us. We will acknowledge your complaint as soon as practicable.

We try to deal with all matters as soon as possible and generally reply to enquiries within 28 days. We will provide you a response no later than 45 calendar days after receiving your complaint, unless another timeframe is allowed or required under the relevant legislation. If we are unable to provide you a response within this timeframe, 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).

MSAL always seeks to resolve any complaints to the satisfaction of all concerned and in the best interests of all members. However, if you have made a complaint and are not satisfied with the outcome, you may take your complaint to the AFCA. AFCA provides fair, free and independent dispute resolution for financial complaints.

You can contact AFCA as follows:

- Mail GPO Box 3  
Melbourne VIC 3001
- Phone 1800 931 678
- Email [info@afca.org.au](mailto:info@afca.org.au)
- Website [www.afca.org.au](http://www.afca.org.au)

Time limits for referring complaints to AFCA may apply for certain types of matters. Please contact AFCA for more details about their requirements and time limits.

## Professional indemnity insurance

MSAL has professional indemnity insurance in place that satisfies the requirements for compensation arrangements under section 912B of the Corporations Act 2001 (Cth) and the insurance covers the financial services detailed in this FSG where they are provided by our representatives (authorised acts). These authorised acts are covered even where subsequently the authorised employee ceases to be authorised to act on our behalf. However, it does not apply to acts which were not authorised by MSAL.

For further information, please contact:

Mercer Superannuation (Australia) Limited  
Collins Square  
Level 15  
727 Collins Street  
DOCKLANDS VIC 3008  
Tel 03 9623 5555

or visit our website at [www.mercer.com.au](http://www.mercer.com.au)

Kogan Superannuation Pty Ltd  
139 Gladstone Street  
SOUTH MELBOURNE VIC 3205

or visit [kogansuper.com.au](http://kogansuper.com.au)

