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## Media Release

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## NGS Super and Mercer to accelerate member satisfaction and loyalty

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NGS Super, the industry super fund for Non-Government schools, has appointed Mercer to provide administration, member services and financial advice to its members. The appointment underpins NGS Super's commitment to increase member satisfaction and financial literacy and cements Mercer's growing outsourcing presence in the multi-employer funds sector.

NGS Super is the largest industry superannuation fund for private schools in Australia with 82,000 members, 3,000 participating employers and A\$2.6bn in funds under administration. NGS Super's members will benefit from expanded services as a result of the appointment of Mercer, including access to phone-based and face-to-face financial advice and improved online member services.

Anthony Rodwell-Ball, CEO of NGS Super said: "Our members demand more from us than just a place to keep their superannuation savings. They expect services to help them better manage their financial futures. Mercer will help us expand our range of services to members so they can make informed decisions about their retirement savings and wealth management.

"We're particularly excited by the seamless integration that we'll be able to achieve between administration, a professional telephone advice model and face to face embedded financial planning. We also intend to leverage off Mercer's proven strengths in education and sophisticated marketing and communications to ensure we significantly improve the quality of our engagement with both members and employers," he said.

"Mercer is a client focussed organisation and because of this we formed the view they're best placed to service NGS' membership, which in the main, is well educated and questioning," said Mr Rodwell-Ball

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The announcement by NGS Super follows Mercer being appointed by AustralianSuper, one of the country's largest superannuation funds, as its specialist service provider for its Corporate Division in January 2008 and The Guild Group appointing Mercer to provide administration and member services in July 2008.

Mr David Anderson, Business Leader of Mercer's outsourcing business for Asia Pacific said multi-employer super funds recognise recent share market volatility has meant members are more uncertain about their financial and superannuation circumstances and need personal communication, education and advice. They know that if members can't get the information, advice, and reassurance they need from their existing super fund, they will make the switch to a different fund.

"In uncertain times like these, many funds are finding they don't have enough resources or expertise to meet all of their members' needs, they have to find the most viable option to achieve higher levels of service and increase intimacy with members and employers to enhance loyalty and retention.

"Employers and fund trustees are seeking both an economic and high quality outsourcing solution that not only reduces their administrative and regulatory burden but also improves the service experience and retirement outcomes for members.

"Mercer has had a longstanding relationship with NGS Super for over 20 years, but following our recent move to develop an outsourced administration and member services offering specifically for multi-employer funds we're delighted we can support NGS Super in their mission to improve member engagement and retention," he said.

The new service relationship will expand Mercer's existing arrangement with NGS Super to incorporate administration, including fund accounting, and member services including the provision of a contact centre, both phone-based and face-to-face financial advice, and online and member communication consulting.

Mercer was appointed following an extensive tender process and will replace the existing administration provider, Precision Administration Services, when the arrangement becomes effective later in 2009.

**-ENDS-**

**About Mercer:** Mercer is a leading global provider of consulting, outsourcing and investment services. **For more information, visit [www.mercer.com.au](http://www.mercer.com.au)**

**About NGS Super:** NGS Super is a multi-employer, public offer superannuation fund serving the non-government schools education sector nationally. For more information, visit [www.ngssuper.com.au](http://www.ngssuper.com.au)