



Aged care and improving Centrelink outcomes



Key outcomes for today...

Benefits of qualifying for government entitlements

Age Pension guide

Improving residential aged care benefits and Age Pension entitlements using LifeIncome

Remove or limit income testing for Age Pensions and home care packages using investment bonds

Improving Centrelink or Department of Veterans' Affairs entitlements using FuneralBond

Gifting and Centrelink rules and ways to maximise Age Pension entitlements

Discover Generation Life

Pioneer of Australia's first truly flexible investment bond with \$3.6b in funds under management.¹ Proud to be innovating the retirement income landscape with an investment-linked lifetime annuity.

Specialist provider

Investment bonds and investment-linked lifetime annuity

Market leader

#1 provider of investment bond solutions with 51% market share of total inflows into investment bonds²

Innovation focused

Tax aware investing, estate planning and retirement income landscape

Trusted

APRA regulated and our parent company is listed on the ASX

1. As at 30 September 2024
2. Plan for Life, Investment Bonds Market Report for period ended 30 June 2024

The growing demand for advice for your older clients

Did you know...

Population aged over
65 set to double¹

In the next 40 years

Population aged over
85 set to triple¹

In the next 40 years

64%¹

of Australians of pension age
receive some Age Pension

Over 2.5m²

People in Australia are in
receipt of Age Pension

\$72 billion³

Expected Age Pension
expenditure by 2025-2026

3rd highest⁴

Life expectancy in Australia
compared to the world¹

31%⁵

Not in receipt of the Full Pension

1.8m²

Retirees get no pension at all

1. Intergenerational Report 2023
2. <https://www.abs.gov.au/statistics/people/population/national-state-and-territory-population/jun-2022>
3. https://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/pubs/BriefingBook45p/WelfareCost
4. <https://www.abs.gov.au/statistics/people/population/life-expectancy/latest-release>
5. <https://www.aihw.gov.au/reports/australias-welfare/income-support-older-australians>

Qualifying for government entitlements or benefits

Assets test

Assets owned by your clients and their spouse such as investment assets, personal assets and interests from trusts or private companies.

Income test

Under the 'deemed' income test, prescribed deeming rates are applied to the value of a financial asset to determine its 'deemed' income, instead of its 'actual' income.

Pension payments

Payments made either by Centrelink or the Department of Veterans' Affairs are generally subject to income and assets testing.

Whichever test produces the lower social security payment, is the test that is applied.

Home care and aged care

Based on an assessment of your clients' ongoing care needs.

For residential aged care an assessment of your clients' capacity to pay is undertaken based on their assets and income, while for home care, only income is assessed.

Manage income and means tested fees

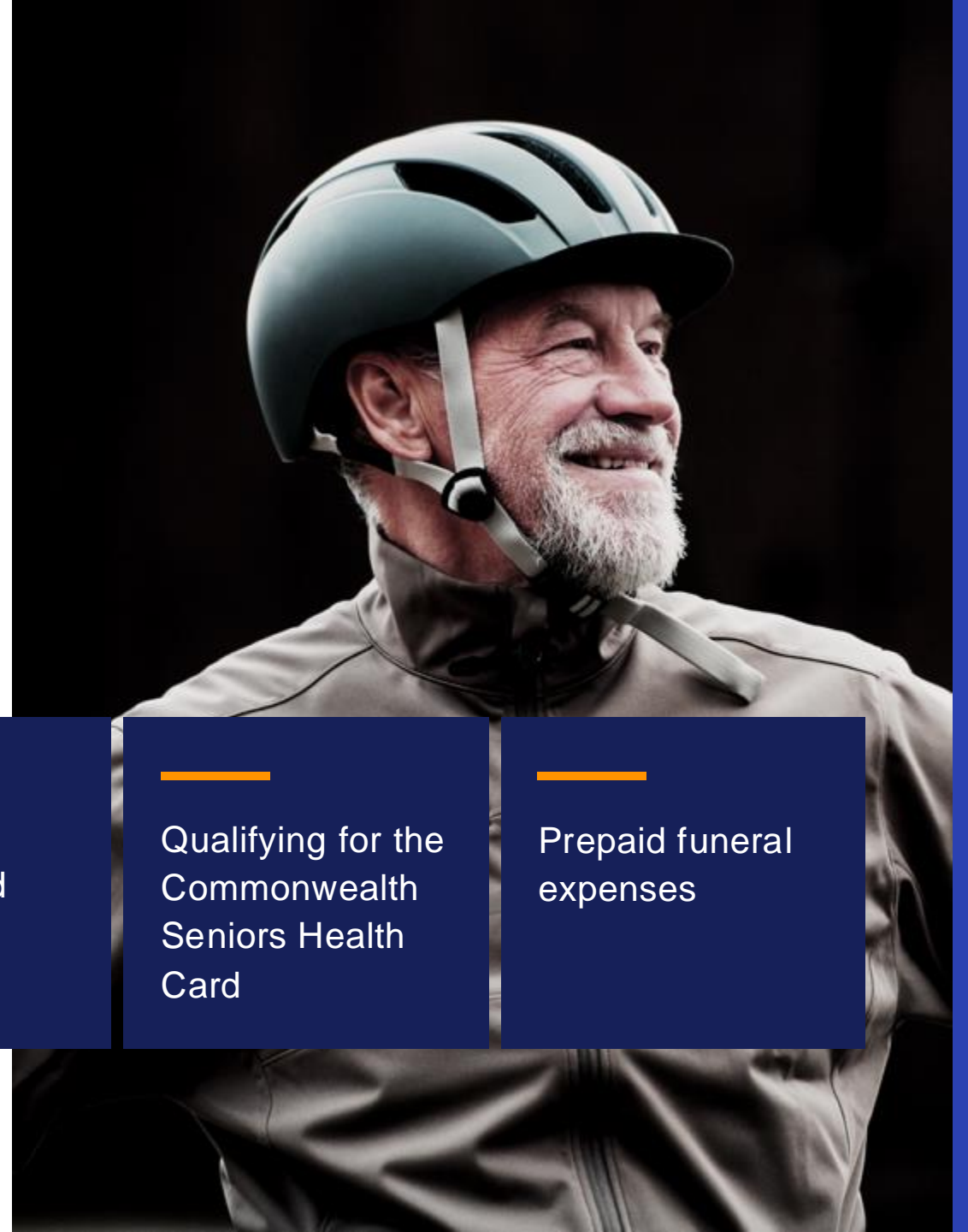
Improving
pension
entitlements

Managing
home care fees

Managing
means tested
fees

Qualifying for the
Commonwealth
Seniors Health
Card

Prepaid funeral
expenses





Qualifying for at least \$1 of pension...

What are the social security benefits?

Water and Sewage discounts

For example: approximately \$328.90 p.a.

Local council rates

For example: maximum discount of \$253.20 p.a.

Vehicle registration

50% reduction on the motor vehicle registration fee component

Pharmaceutical Benefits Scheme

Other typical benefits

Such as public transport concessions and bulk billing

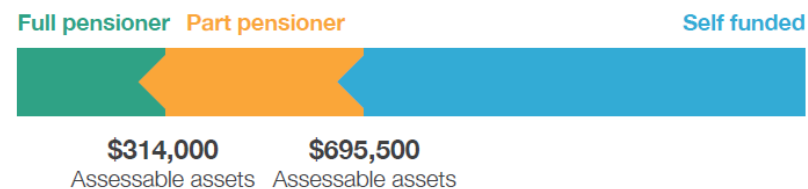
Age Pension guide as at 20 September 2024

Maximum Age Pension Rates

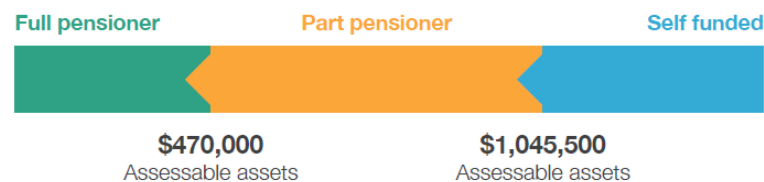
	Total (per fortnight)	Total (per year) ¹
Single ²	\$1,144	\$29,754
Couple (Combined)	\$1,725	\$44,855

Assets test

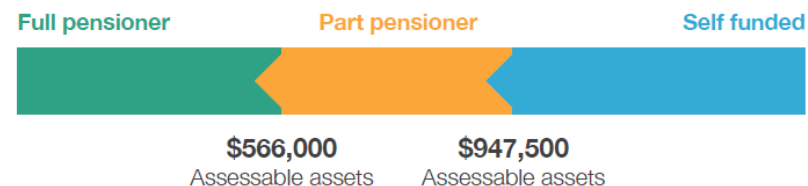
Single - Homeowner



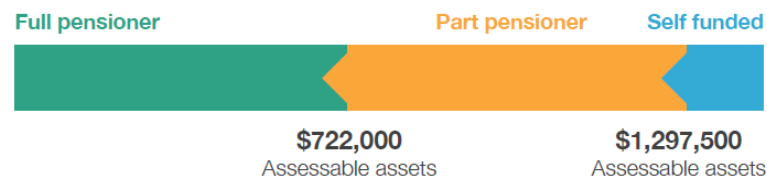
Couple (combined) - Homeowner



Single - Non-Homeowner



Couple (combined) - Non-Homeowner



1. Annual amounts are approximate
2. Applies to each member of a couple separated by illness

Age Pension guide as at 20 September 2024

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Income test

Single



Couple (combined)



Deemed assets to income

Deemed Assets	Assessable Income	
	Single	Couple (combined)
\$100,000	\$998	\$250
\$200,000	\$3,248	\$2,424
\$300,000	\$5,498	\$4,674
\$400,000	\$7,748	\$6,924
\$500,000	\$9,998	\$9,174
\$600,000	\$12,248	\$11,424
\$700,000	\$14,498	\$13,674
\$800,000	\$16,748	\$15,924
\$900,000	\$18,998	\$18,174
\$1,000,000	Ineligible	\$20,424
\$1,100,000	Ineligible	\$22,674
\$1,200,000	Ineligible	\$24,924
\$1,300,000	Ineligible	Ineligible

Homeowner assets test threshold

Non-homeowner assets test threshold



Help your clients maximise their Government benefits and entitlements

LifeIncome

- An immediate investment-linked lifetime annuity
- Provide a regular income that is guaranteed for life
- Defined as an 'asset-tested income stream (lifetime)' product for social security purposes

FuneralBond

- Exempt (up to certain limits) from the social security assets test and deeming provisions for the income test
- Applies to the Age Pension, Service Pension and other means-tested government entitlements

Bonds Custodian Trust

- A unique feature of our LifeBuilder investment bond
- Classified as a designated private trust under the Social Security Act 1991 and Veterans' Entitlements Act 1986
- Excluded from income deeming requirements



The 2017 Innovative Income Streams legislation allows investment-linked lifetime annuities to qualify for concessional tax and social security benefits.
Which statement is correct?

A:

Asset value: 60% of the purchase amount. From age 84, only 30% is assessed (for at least 5 years).

Income: 60% of the annual income is counted.

B:

Asset value: 50% of the purchase amount. From age 84, only 40% is assessed (for at least 2 years).

Income: 50% of the annual income is counted.

C:

Asset value: 70% of the purchase amount. From age 84, only 20% is assessed (for at least 7 years).

Income: 70% of the annual income is counted.



LifeIncome

Investment-linked lifetime annuity

Improving residential aged care benefits and
maximising age pension entitlements



Centrelink treatment of LifeIncome

Means tested asset value

60% of your investment amount. From age 84, only 30% is assessed (subject to a minimum of 5 years)

Means tested income

Only 60% of your LifeIncome annual income

LifeIncome is defined as an 'Asset-tested income stream (lifetime)' product for social security purposes. All decisions regarding social security benefits for individuals who purchase LifeIncome will be made by Centrelink or the Department of Veterans' Affairs officers based on social security law and the circumstances of the individual at the time of claim. Based on current social security law, reducing Age Pension by \$3 for every \$1,000 of assets over lower threshold.

For every \$200,000 invested in LifeIncome

Assessable assets	Reduce by \$80,000
Age Pension uplift*	\$6,240 p.a.
Risk free benefit*	3.12%

*Assuming eligibility





Meet Vivienne and Alan...

Vivienne 73 and Alan 82 years of age, homeowners.

Vivienne and Alan are married, self funded retirees.

Alan has been approved for residential aged care.



Vivienne and Alan have...

Vivienne's account-based pension (ABP)	\$700,000
Alan's (ABP)	\$500,000
Savings	\$100,000
Car, home and contents	\$5,000

Vivienne and Alan's objective...

- They are looking to increase their overall cashflow to supplement Vivienne's lifestyle needs and to help pay Alan's aged care fees.
- They would like to maximise their annual illness separated pension rate and reduce their means tested aged care fee where possible.



Vivienne and Alan's solution

	Plan A Vivienne's super remains in ABP	Plan B Invest \$300,000 into LifeIncome	Difference
RAD	Use Alan's ABP \$500,000 RAD	Use Alan's ABP \$500,000 RAD	
Basic daily fee	\$23,203	\$23,203	
Means-tested care fee	\$6,055	\$4,852	(\$1,203)
Extra service fee \$20 per day	\$7,300	\$7,300	
Vivienne's living expenses	\$35,000	\$35,000	
Alan's living expenses	\$5,200	\$5,200	
Total expenses	\$76,758	\$75,555	(\$1,203)
Savings account earnings	\$3,500	\$3,500	
LifeIncome	\$0	\$23,796	↑ \$23,796
ABP Income	\$35,000	\$20,000	
Illness Separated Age Pension	\$33,379	\$42,739	↑ \$9,360
Total income	\$71,879	\$90,035	
Cash flow	-\$4,879	\$14,480	↑ \$19,359

A
\$19,359 improvement
in cash flow in year 1

Improvement in
Age Pension of
\$9,360 in year 1



Assumptions: Age Pension assessed under Illness-Separated Homeowner rates. Social security and residential and home care rates and thresholds are valid at September 2024. No adviser fees have been charged. Savings assumed to earn interest of 3.5%pa. Income from LifeIncome based on LifeBooster 5% for 73-year-old female. Account-based pension is drawn down at the minimum level.

Vivienne and Alan's outcome

\$19,545

Improvement in cash flow in year 1

\$9,360

Age Pension uplift in year 1

Reduction in Alan's means tested
care fee

Fortnightly payment
guaranteed for life





Bonds Custodian Trust

LifeBuilder Investment Bonds

Improving government entitlements and benefits.



Investment bonds and Centrelink

Investment bonds used through a Generation Life bare trust structure can remove or limit income testing for age pensions, home care packages and may limit the effects of the means test for residential aged care

Simple, no cost 'Bare' trust

Holds only Generation Life Investment Bond

Meets DSS Designated Private Trust criteria

Not counted under the 'income test'



Meet Adele and Anthony...

Adele and Anthony, both aged 80, are homeowners and access in-home care services.

Adele's care type is Home Care Package level 1, while Anthony's package is Level 3.



Adele and Anthony's situation...

Adele and Anthony have \$800,000 in bank deposits.

Anthony currently receives a defined benefit pension of \$44,000 p.a.

The couple have combined home care fees of \$20,830 p.a.

Based on their residential status and current income and assets (including contents valued at \$10,000), they both receive a combined Age Pension of \$18,355 p.a.

Adele and Anthony's objective...

Adele and Anthony are looking to reduce their in-home care fees.

Speaking to their financial adviser, they use their bank deposits to fund the purchase of an investment bond to be held within a designated private trust.



Adele and Anthony's solution

	Current situation	Invest \$400,000 Bonds Custodian Trust	Invest \$800,000 Bonds Custodian Trust
Pension (combined)			
Deemed asset	\$800,000	\$400,000	\$0
Deemed Income	\$15,924	\$6,924	\$0
Defined benefit pension*	\$44,000	\$44,000	\$44,000
Total Age Pension	\$18,335	\$18,335	\$18,335
Total Inflow	\$62,335	\$62,335	\$62,335
Adele's cost of care (Home Care Level 1)			
Basic daily fee	\$11.72 per day	\$11.72 per day	\$11.72 per day
Income Tested Fee	\$16.30 per day	\$10.12 per day	\$5.36 per day
Annual cost of care	\$10,227	\$7,972	\$6,234
Anthony's cost of care (Home Care Level 3)			
Basic daily fee	\$12.75 per day	\$12.75 per day	\$12.75 per day
Income Tested Fee	\$16.30 per day	\$10.12 per day	\$5.36 per day
Annual cost of care	\$10,603	\$8,348	\$6,610
Combined annual cost of care	\$20,830	\$16,320	\$12,844
Available cashflow to spend	\$41,505	\$46,015	\$49,491

* Assuming the defined benefit pension is fully assessable for social security purposes.

Assumptions: Social security and residential and home care rates and thresholds are valid at September 2024. No adviser fees have been charged.

Adele and Anthony's outcome if they invest \$800,000 into BCT

\$7,986

Combined cost of care lowered in
year 1

\$49,491

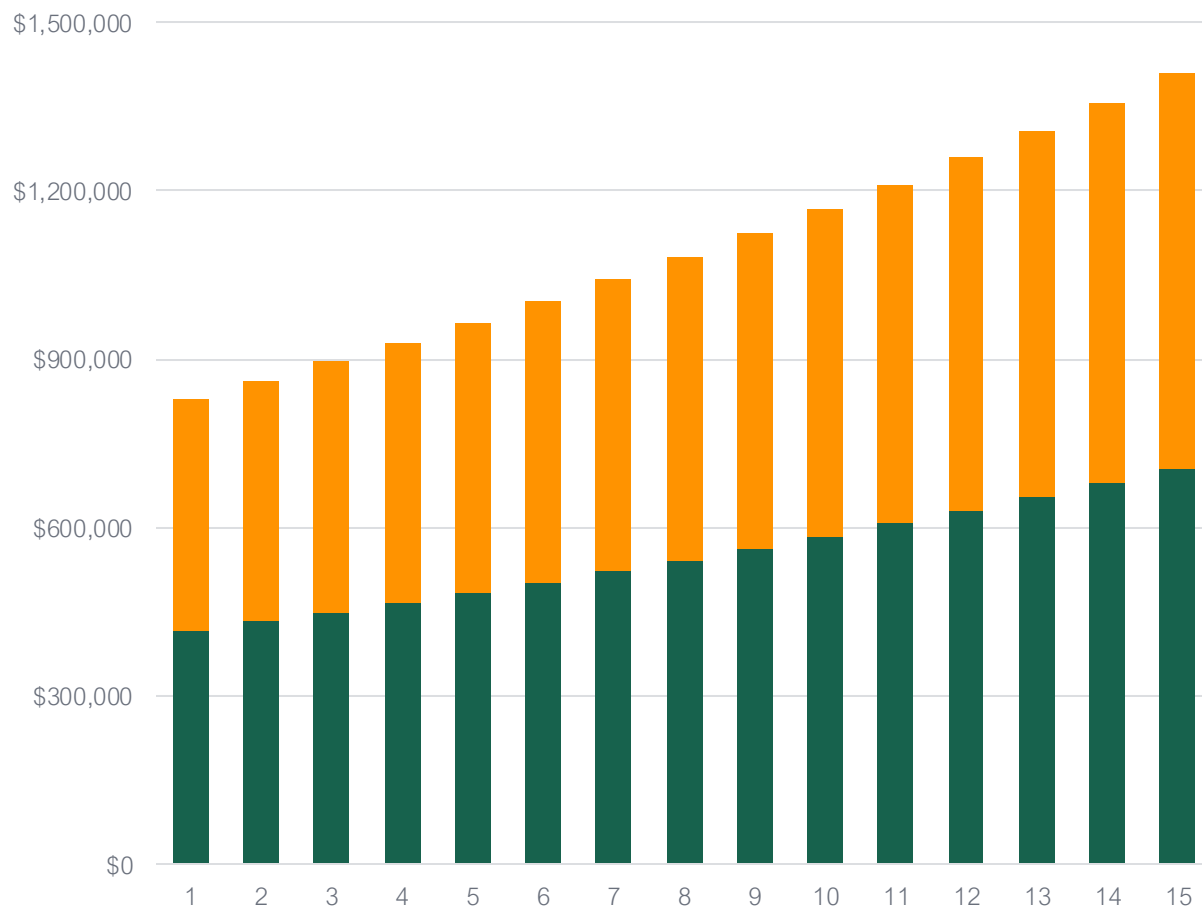
Available cashflow to spend

Access to funds at anytime

Additional benefit of
leaving a legacy



If Adele and Anthony decide to...



Establish 8 investment bonds for \$50,000 each for their grandchildren.

Selecting the Future Event Facility to transfer ownership at age 25 with the ability to control access



Establish an investment bond of \$400,000 to potentially pay for residential aged care costs if required

Assumption: Assuming commencing a LifeBuilder with an initial investment of \$400,000 and eight LifeBuilders with an initial investment of \$50,000. Total annual after-tax investment return of 3.86% p.a. with an estimated average fees and costs of 0.63% p.a. over investment term and an effective long-term average investment bond tax rate of 17.61% p.a..

Which of the following is **not** one of the key benefits of using a Bonds Custodian Trust?

A:

Removes the assessment for asset test purposes.

B:

Assessed on actual assessable income rather than deemed income.

C:

It can limit income testing for clients who are impacted by the income test for Age Pension purposes, for clients who are paying an income tested fee for homecare packages or have an income component to the means test for residential aged care.

Investment bond estate planning benefits

Life insurance contract

A type of life insurance policy which is investment-based governed by the Life Insurance Act

Non-estate asset

Investment bond can be structured as a non-estate asset

Tax-free proceeds

Proceeds on death are paid tax-free even to non-dependants

Automatic transfer

Automatic transfer at specific ages, dates or on death can be selected

No tax reporting

No tax reporting if no withdrawal made in the first 10 years

Avoids conflict

Avoids potential for conflict and solves complex wills



FuneralBond

Generation Life Investment Bonds

Improving Centrelink or Department of Veterans' Affairs entitlements while providing peace of mind for you and your family.



FuneralBond and Centrelink

FuneralBond exempt from assets and income test if within allowable limit of \$15,500 per individual

If the allowable limit is exceeded even by only \$1, FuneralBond becomes non-exempt

Able to exceed \$15,500 limit if entered a pre-paid funeral contract & assigns to a funeral director

Earnings inside a FuneralBond do not count toward allowable limits

Exempt Funeral Investment Threshold current as at 1 July 2024.

Meet Phillip...

Phillip is a 76-year-old homeowner, and recently widowed.

He is devoted to his daughter, Jennifer, 50 years old, and his eight-year-old granddaughter, Bella.





Phillip's situation

Phillip's wife recently passed away and all assets are assessable in his name. Due to this inheritance, Phillip is no longer entitled to the Age Pension.

Account-based pension	\$360,000
Cash at bank	\$350,000
Car and home contents	\$40,000

Phillip's concerns...

Phillip would only need \$40,000 p.a. to live comfortably.

Due to recent cost of living pressure caused by inflation, he would like to help his daughter Jennifer, in any way he can.

He would also like to contribute to his granddaughter's private school fees in his lifetime, should he pass away before she completes her studies.

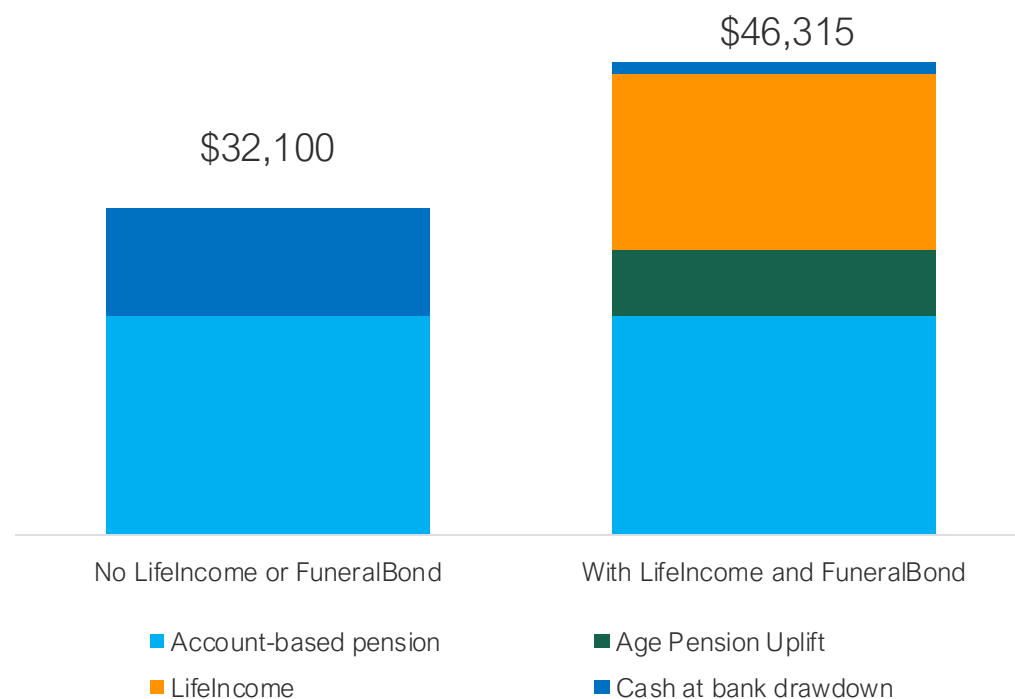
Whilst he feels its unlikely, even if he recouples, he wants Jennifer to be his sole beneficiary.

Phillip recently read about a new breed of lifetime annuity and speaks to a financial adviser...



Phillip's solution...

Phillip invests \$300,000 into a non-superannuation LifeIncome and \$15,500 into a FuneralBond. He nominates Jennifer as his reversionary beneficiary providing regular income in their lives.



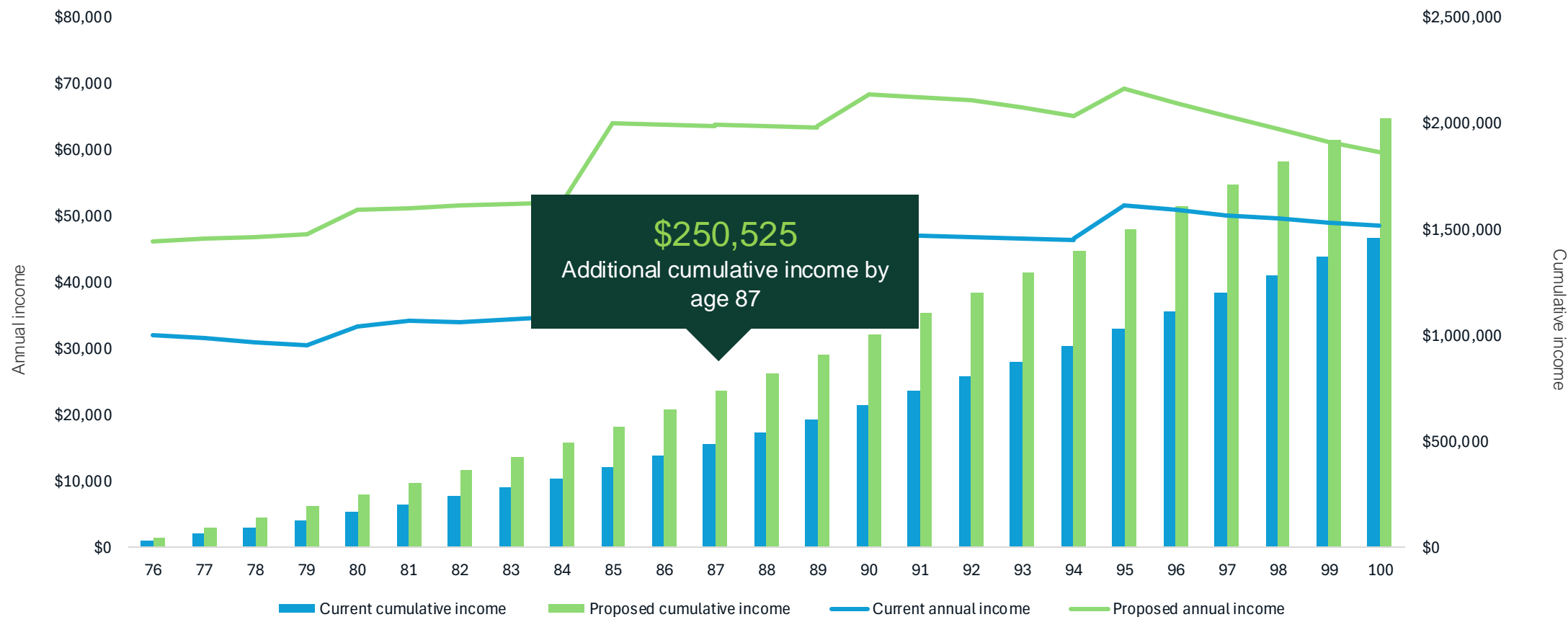
Phillip's first year income position...

	Without LifeIncome	With LifeIncome
LifeIncome	\$0	\$17,364
Age Pension	\$0	\$6,315
Account-based pension	\$21,600	\$21,600
Cash at bank drawdown	\$10,500	\$1,035
Total	\$32,100	↑ \$46,315

Based on an investment-linked lifetime annuity policy commenced on 1/12/2024 for Phillip by investing \$300,000 into a non-superannuation investment-linked lifetime annuity with a LifeBooster 5% rate. Phillip nominates Jennifer as the 100% Reversionary Beneficiary. Phillip also purchases a FuneralBond from his remaining non-superannuation assets. There are no fees and costs on the income paid from investment-linked lifetime annuity in the first financial year. The fees and cost of investment-linked lifetime annuity impact the amount of annual income received, after the first financial year. No adviser fees have been charged and social security rates and thresholds are valid at 20/09/2024. Account-based pension assumes minimum drawdown of 6% per annum. Cash at bank assumes 3% drawdown for first year income position. Past performance is not a reliable indicator of future performance.

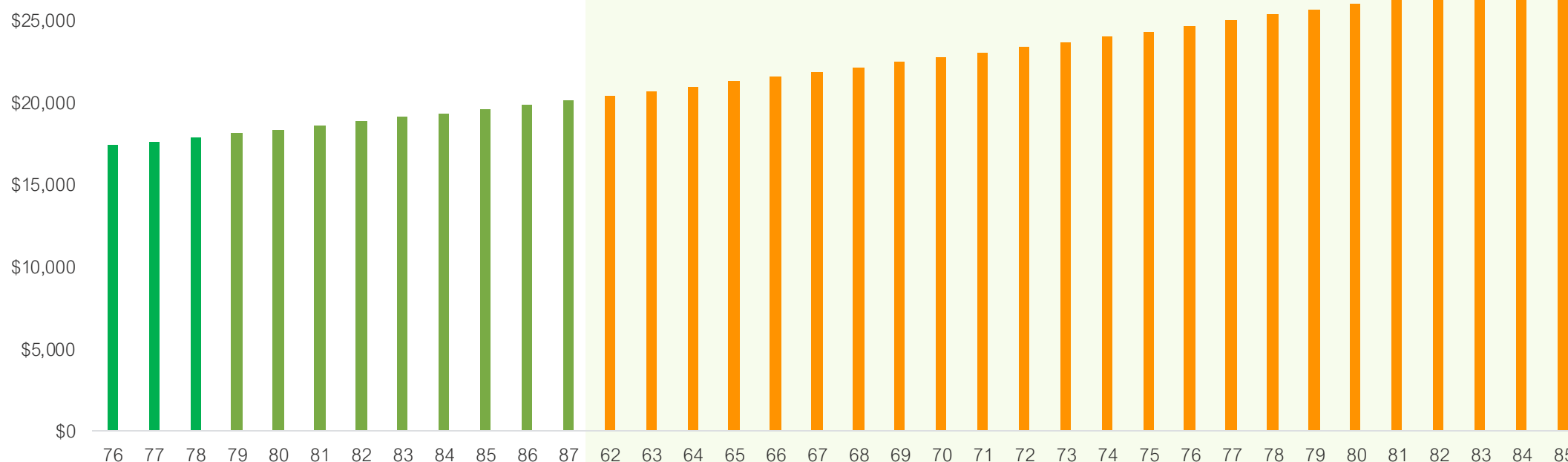


Comparing Phillip's current and proposed situation



Based on an investment-linked lifetime annuity policy for Phillip by investing \$300,000 into a non-superannuation investment-linked lifetime annuity with a LifeBooster 5% rate. Phillip nominates Jennifer as the 100% Reversionary Beneficiary. Phillip also purchases a FuneralBond from his remaining non-superannuation assets. Annual income illustrations are shown in real dollars. Cumulative income illustrations are shown in nominal dollars. Estimated fees, expenses and costs of 0.5% p.a. for the account-based pension and 1.22% p.a. for investment-linked lifetime annuity. Fees on investment-linked lifetime annuity are a percentage of the annual income. There are no fees and costs on the income paid from investment-linked lifetime annuity in the first financial year (or part thereof). Assumed investment returns of superannuation assets is 8% p.a., non-superannuation assets at 3% p.a., LifeIncome at 8% p.a., and inflation of 2.5% p.a. No adviser fees have been charged and social security rates and thresholds are valid at 20/09/2024. Account-based pension assumes minimum drawdown of 6% per annum. Cash at bank assumes 3% drawdown. Past performance is not a reliable indicator of future performance. The means test rule for LifeIncome assumes 60% of the purchase amount is assessed as an asset until age 85.

What if Phillip passes away at age 87...



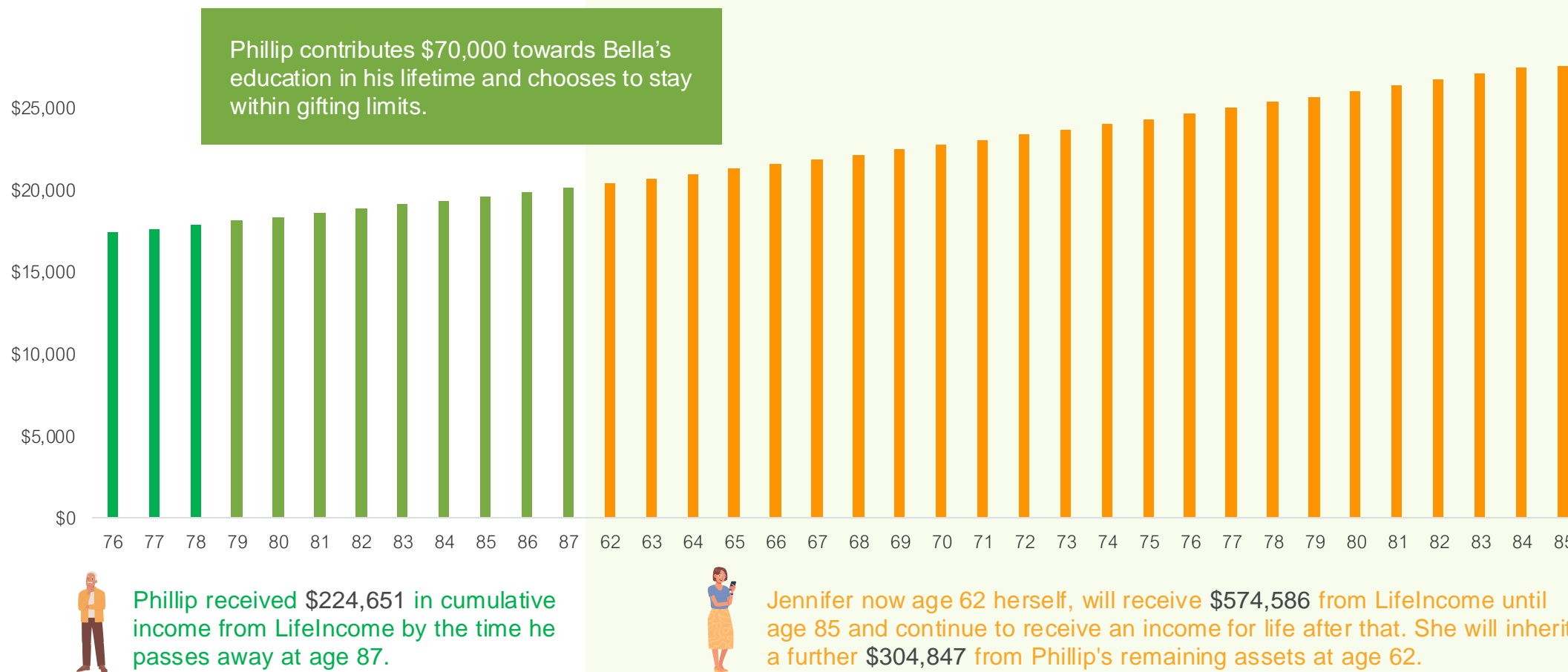
Phillip received **\$224,651** in cumulative income from LifeIncome by the time he passes away at age 87.



Jennifer now age 62 herself, will receive **\$574,586** from LifeIncome until age 85 and continue to receive an income for life after that. She will inherit a further **\$304,847** from Phillip's remaining assets at age 62.

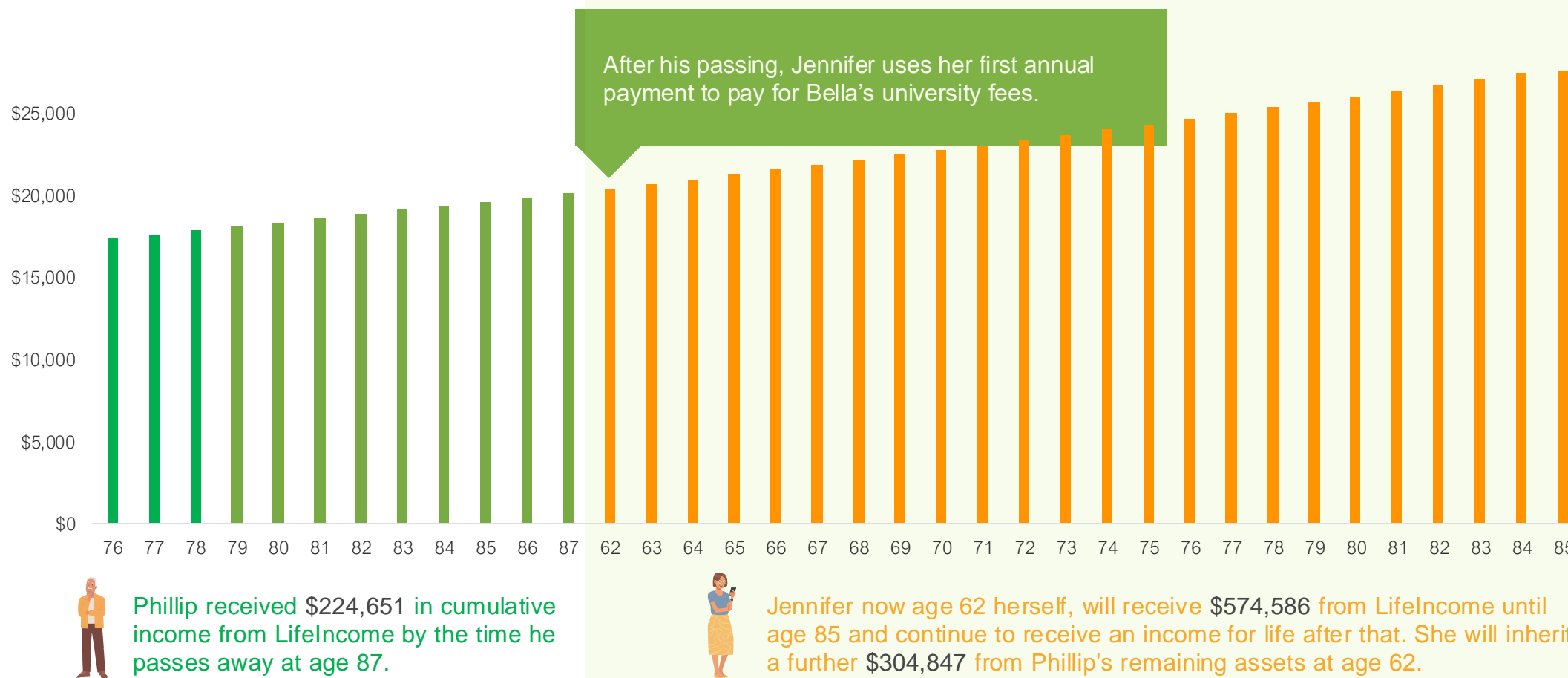
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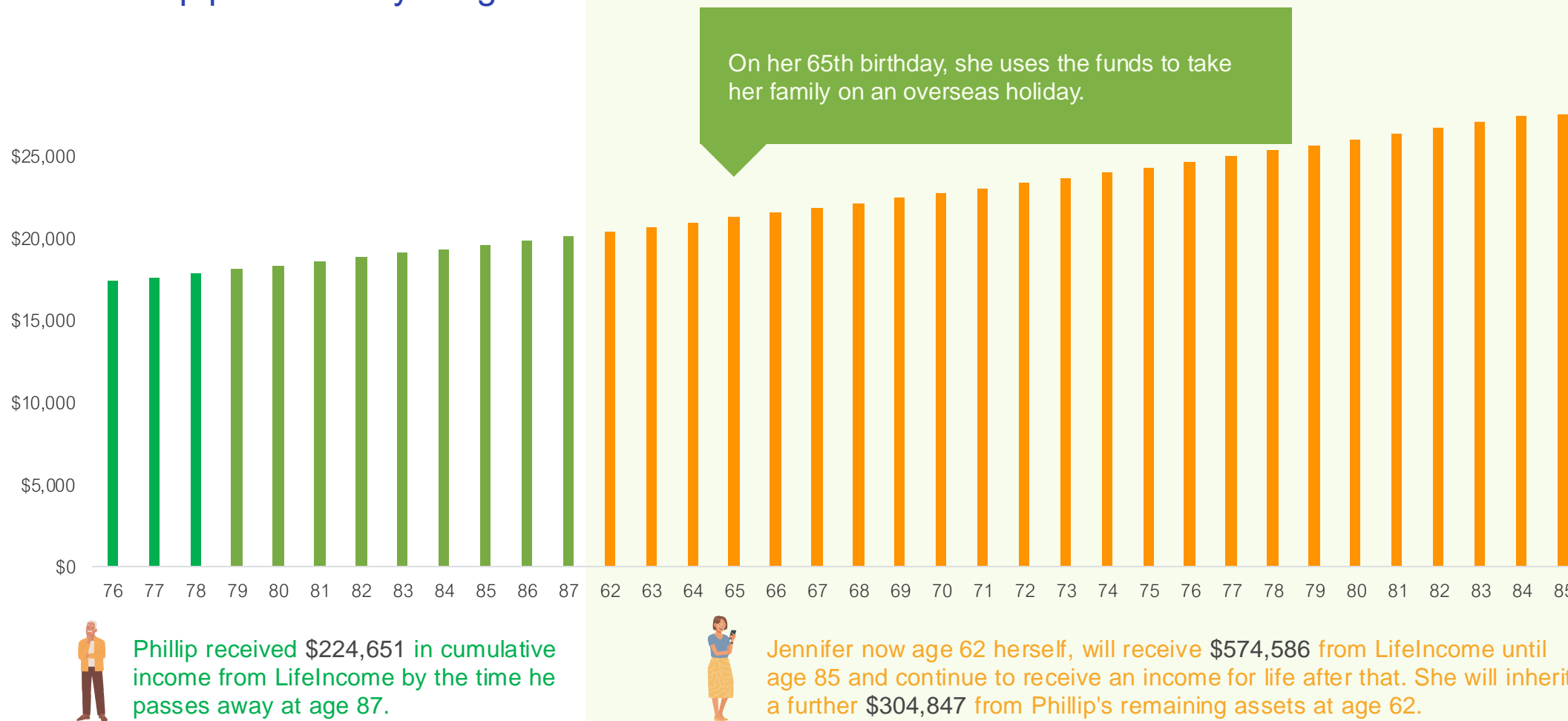
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What is the allowable limit per individual for a FuneralBond to be exempt from the assets and income test for Centrelink purposes?

A:

\$25,000

However, unlimited if purchased as a pre-paid funeral arrangement

B:

\$15,500

A:

\$15,500

However, unlimited if purchased as a pre-paid funeral arrangement



Gifts and Centrelink



Gifting and Centrelink

You can choose to give away any amount and as many gifts as you like

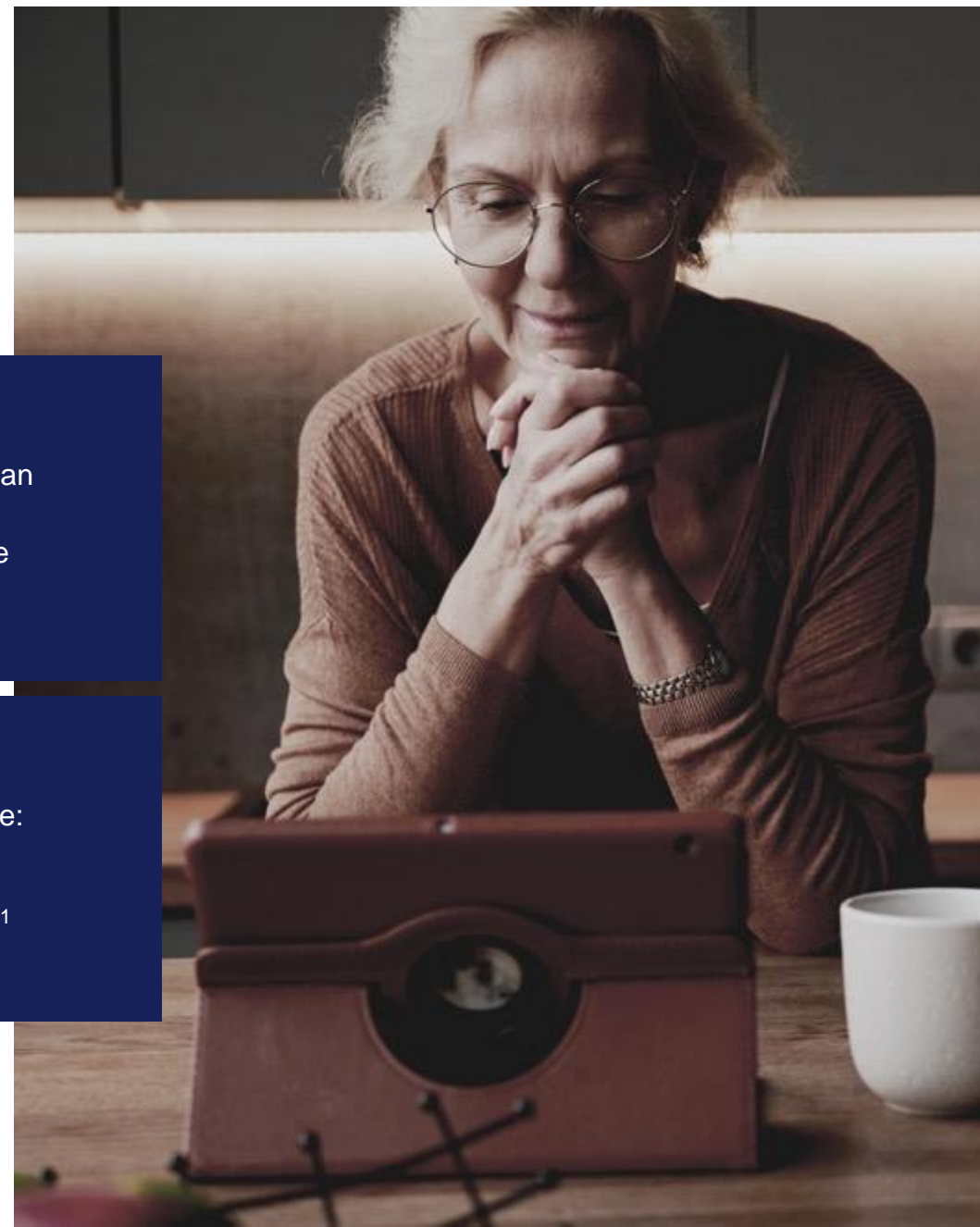
If the total of your gifts is more than the gifting free area, it will still be deemed and assets tested for the next five years

Gifting free areas are the same if you're a single person or a couple

The value of gifting free areas are:

- \$10,000 in one financial year
- \$30,000 over 5 financial years¹

1. The 5-year period cannot include more than \$10,000 in any single financial year



Meet John and Lucy...

John and Lucy are both 70 years old and homeowners.



John and Lucy's situation

John and Lucy currently have a combined...

Account-based pension	\$650,000
Non-superannuation assets	\$250,000
Current Age Pension	\$11,315 p.a.





John and Lucy's objective...

John and Lucy would like to leave \$100,000 to each of their 16-year-old twin grandchildren.

They do not want their grandchildren accessing the funds prior to their 21st birthday but want to ensure the family has access to funds in case of an emergency.

They also hope this gift to their grandchildren will improve their Age Pension entitlements.

John and Lucy speak to their financial adviser...

John and Lucy's solution...

Using investment bonds



John and Lucy establish two \$100,000 investment bonds using the Future Event Transfer facility. By doing so...

Start the 5-year deprivation period

Enact the transfer directly to their grandchildren the day after establishing their investment

Delaying access

Restrict access until their grandchildren's respective 21st birthdays

Appoint Co-Signatory

Appoint their daughter (mother of their grandchildren) as the Co-Signatory for emergency access

Estate Planning certainty

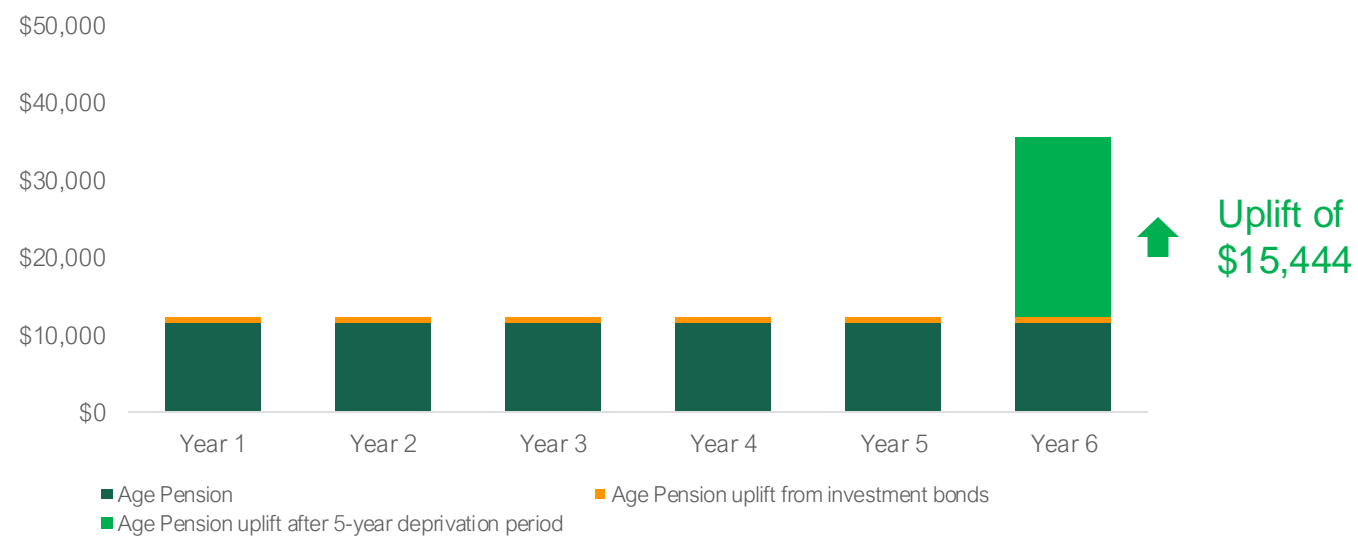
Able address their estate planning wishes, gifting in their lifetime and creating a non-contestable bequest

John and Lucy's solution...

Using investment bonds



If they transfer each investment bond directly to their grandchildren in year 1, John and Lucy will be eligible for \$26,915 p.a. of combined Age Pension in year 6.



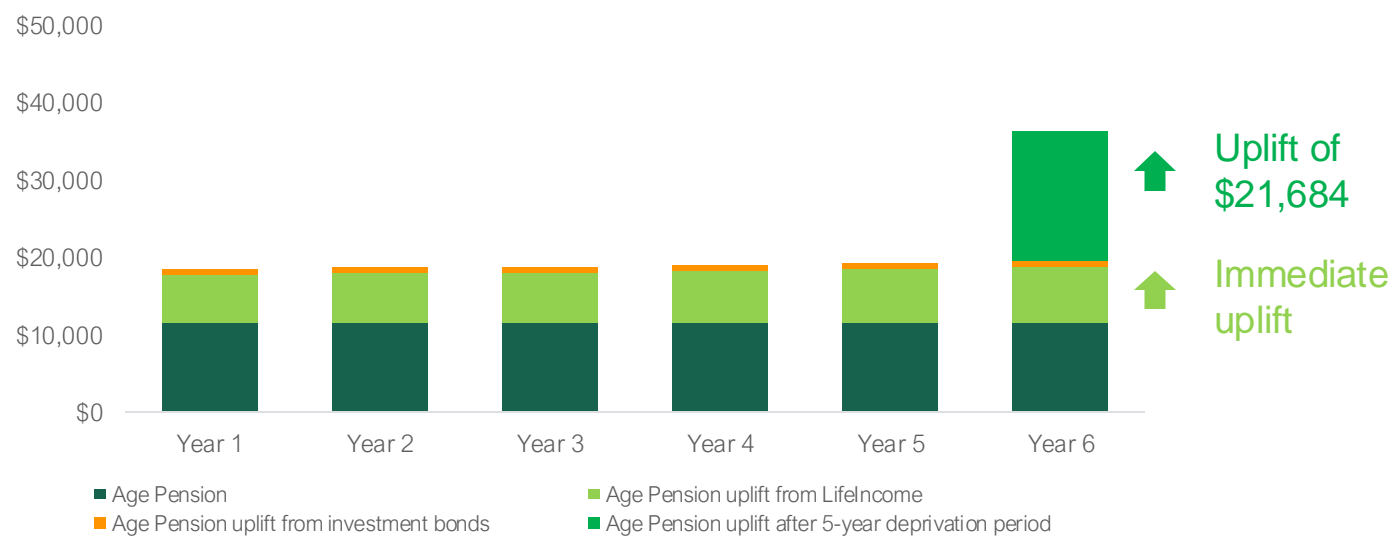
Assumption: Assuming John and Lucy have a combined account-based pension balance of \$650,000 and remaining non-superannuation assets of \$50,000. Combined Age Pension based on social security rates and thresholds in effect on 20 September 2024. Assumes no indexation of social security rates and thresholds over the six-year period. Past performance is not a reliable indicator of future performance.

Can more be done?

What if John and Lucy complement their investment bonds with a LifeIncome...



John and Lucy allocate \$200,000 to establish a LifeIncome with a starting income of \$13,981. They will also receive an immediate Age Pension uplift of \$6,240 in year 1.



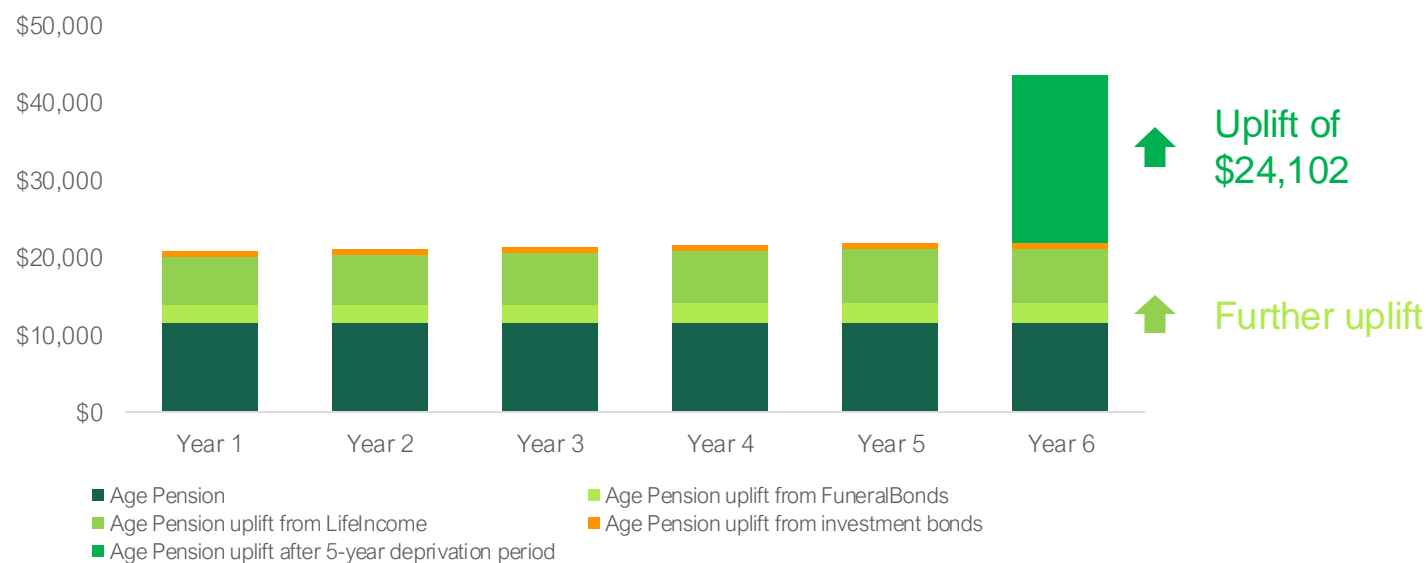
Assumption: Assuming John and Lucy allocate \$200,000 of their combined account-based pension balance of \$650,000 into a 100% Reversionary LifeIncome policy with a LifeBooster 5% rate, with remaining non-superannuation assets of \$50,000. Combined Age Pension based on Social security rates and thresholds in effect on 20 September 2024. Assumes no indexation of social security rates and thresholds over the six-year period. Past performance is not a reliable indicator of future performance.

But wait. There's more...

What if John and Lucy add two funeral bonds...



John and Lucy invest into two \$15,500 FuneralBonds. As the FuneralBonds are income and assets test exempt, they receive an immediate Age Pension uplift of \$2,418 in year 1.



Assumption: Assuming John and Lucy allocate \$200,000 of their combined account-based pension balance of \$650,000 into a 100% Reversionary LifeIncome policy with a LifeBooster 5% rate. This also assumes John and Lucy invest \$31,000 of their combined non-superannuation assets of \$50,000 to establish two FuneralBonds. Age pension uplift of \$2,418 in year 1 is without the impact of LifeIncome. Combined Age Pension based on Social security rates and thresholds in effect on 20 September 2024. Assumes no indexation of social security rates and thresholds over the six-year period. Past performance is not a reliable indicator of future performance.

John and Lucy's outcomes...

Transfer their wealth to their grandchildren with certainty

Increase their Age Pension by \$24,102 in year 6 after 5-year deprivation period

Immediate Age Pension uplift of \$9,438 in year 1 by establishing a LifeIncome, two FuneralBonds, and two investment bonds

Additional cumulative Age Pension uplift of \$82,836 over 6 years



Generation Life
Highly recommended for over
a decade

Awards



Research ratings



LifelIncome



Investment Bonds

Note: Chant West rating includes LifeBuilder and ChildBuilder



Thank you.

Outthinking today.

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Care & Living with Mercer

Advice integration

Jeannie Bredberg – National Advice Channel Manager
November 2024
Care & Living with Mercer

A business of Marsh McLennan



**Care & Living with Mercer
is a unique service helping
families across Australia
make better, faster ageing
care decisions.**

The current state of aged care

Challenges accessing care

“We are about to face a tsunami of demand because we know there is an ageing population coming into the ranks of requiring aged care assistance”

– Senator Anne Ruston, Shadow Minister for Health and Aged Care

-1 000

Projected decrease in supply of aged care beds in FY24/25¹

61,800

Job vacancies in health care and social assistance (May 2024)²

168

Average number of days between ACAT approval and Home Care Package service commencement³

51,044

Number of people waiting for a HCP at their approved level (as at 31 December 2023)⁴

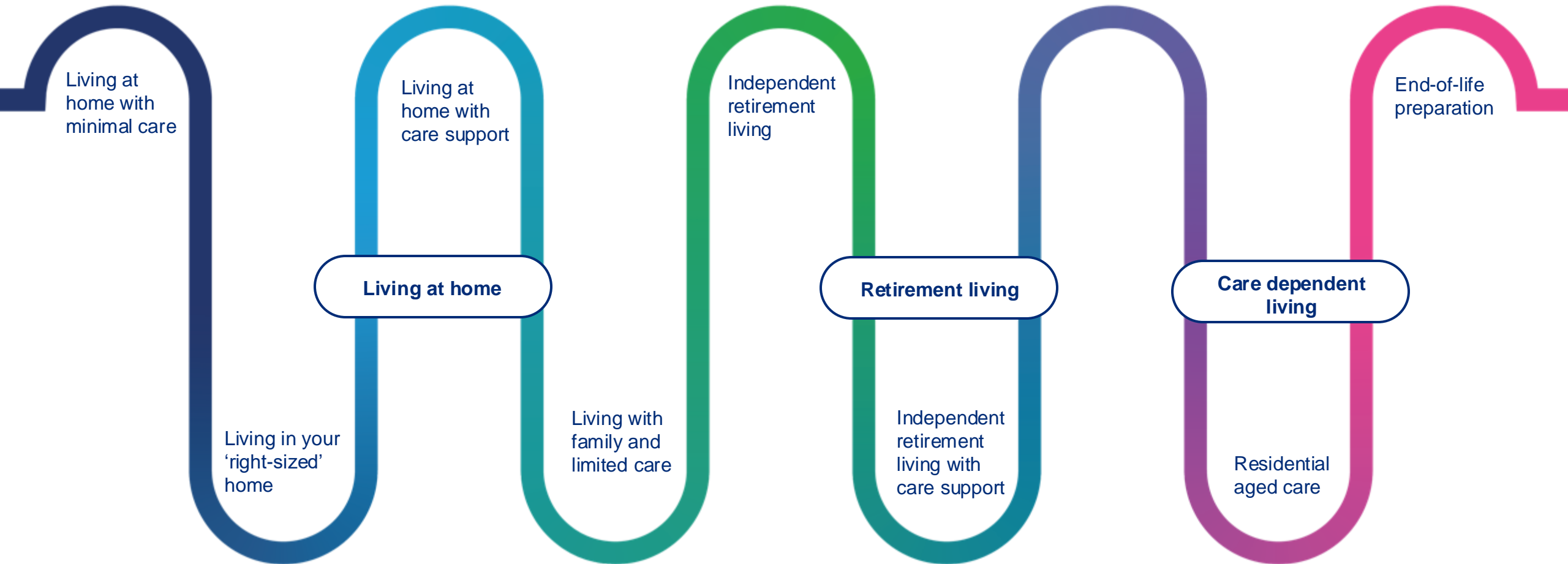
1. Bolton Clarke 'Do we have enough residential aged care beds?' July 2024

2. [Job Vacancies, Australia, May 2024 | Australian Bureau of Statistics \(abs.gov.au\)](https://abs.gov.au)

3. [Report on Government Services 2024 - Productivity Commission \(pc.gov.au\)](https://pc.gov.au)

4. AIHW Home Care Packages Program Data Report April 2024

Personalised advice and support for every stage

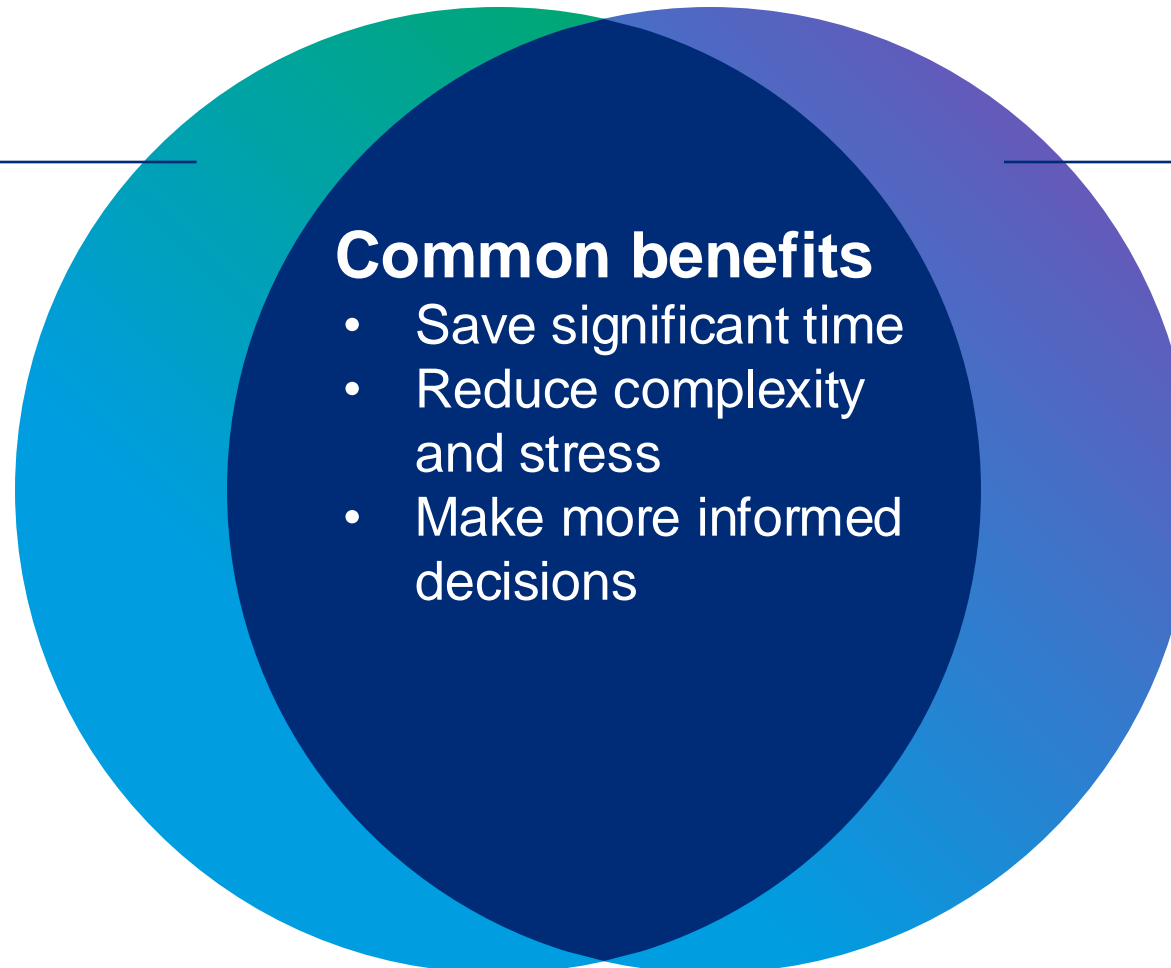


Add value to your whole client base

Benefits of incorporating Care & Living with Mercer into your service offering

‘Adult children’ clients 40-65

- Minimise career and income disruption
- Greater peace of mind
- Enable family collaboration and focus on best care outcome



Retiree clients 65+

- Define and refine future funding needs
- Maintain dignity and independence

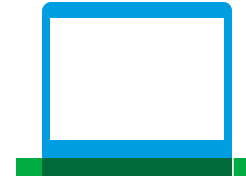
About Care & Living with Mercer

Two levels of service to suit the needs of your clients and their families



1. Care Concierge

- 'Do it for me' high-touch service
- Human led and enabled. Unlimited aged care advice PLUS implementation support including placements
- National, unbiased (no commissions from care providers to influence recommendations)
- Support across the full range of ageing care needs from assessment to implementation
- Save **75%+** time



2. Guidance & Advice

- 'Do it with me' self-service via the digital portal
- Digitally led, human enabled. Unlimited advice across any ageing care needs scenario
- National, unbiased (no commissions from care providers to influence recommendations)
- Save **50%** time understanding, navigating and arranging care

Care Concierge service options

1



Full Care Concierge service

- In-depth consultation to understand your needs and preferences
- Development of comprehensive care plan including recommendations, care and support options and additional resources
- Implementation support including contacting providers, arranging and accompanying you on tours of care facilities, and guidance to help you make decisions
- Advocacy on your behalf with providers as required

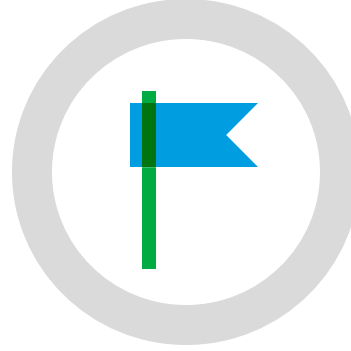
2



Care needs assessment only

- Consultation to understand your needs and preferences
- Preliminary discussion about potential care options and Government support where applicable
- Development of care plan including recommendations

3



Placement only

- Provider selection and placement into residential aged care or independent retirement living facility (excludes care needs assessment)
- Includes selection of up to five facilities matching client preferences

4



Hourly consulting services

- Ad hoc consulting services for families on matters relating to ageing care
- Can be used for support such as researching services and providers, site visits, assistance with admission forms etc.
- Minimum two-hour booking

5



Back-up care service

- Available on needs basis with at least 48 hours notice
- Includes assessment to understand existing care arrangements and needs, and organisation of back-up care
- Minimum two-hour booking

The benefits of planning ahead for changing care and living needs

How Care & Living with Mercer benefits advisers

An easy-to-use service expanding the scope of advice your practice can offer - without the need to train in the many, complex 'non-financial' aspects of ageing care



Client support

Demonstrate long-term care for clients and families who **need** the support.

Highly valued, **life-changing service** with 5-star client testimonials.



Multi-generational

Expands advice opportunities by supporting parents or children.

Reinforce your position as an adviser to the whole family in time for wealth transfer.



Lead generation

Additional service offering allows for prospecting within existing client base as well as new clients.

Leverage 'care tiers' & living changes in each ageing journey as opportunities to talk to your clients.



No added compliance

Expands your service offering **without increasing compliance** burden.

Integration and Onboarding for Advisers

A range of offerings to help you get the most out of the service for your clients



Unique URL for your practice



Onboarding support and training



Marketing and communications support



On-site events and webinars



Access to aged care content and resources



Care Consultant support for advisers and clients

Key takeaways - Care & Living with Mercer

- Addresses a critical need for **‘holistic’** care for your clients
- True **‘value add’** for your whole client base that will help keep you top of mind

For more information and next steps contact:

Care & Living with Mercer Care Consultants

E: careconsultant@mercer.com

P: 1300 222 566

Jeannie Bredberg - National Advice Channel Manager

E: jeannie.bredberg@mercer.com

M: +61 498 635 135



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