

16th November 2021

Mr Anthony and Mrs Belinda Stephen
1/6 Monterey Keys Drive
Helensvale QLD 4212

Dear Anthony and Belinda,

Subject: Fee Refund

We are committed to delivering quality advice and service at all times and as part of this commitment, we regularly review both advice provided and services delivered to our clients.

The Incident

In this instance, we continued to charge a fee from your SMSF when this fee should have been cancelled. This error would be a breach in our obligations to you as our valued client. We have investigated and found the cause to be Human error. We have put in processes and sought to ensure this does not happen in the future.

We take breaches very seriously and have put in place extra processes to ensure that this does not reoccur.

How this has affected you

As a result of the breach, you have been overcharged fees.

We have therefore assessed your situation and to address this, Simmons Livingstone and Associates offers to refund the adviser service fees that were deducted from your account for the service period plus interest. The refund amount of \$465.96 (GST incl.) on the following conditions:

- a) you release, discharge and indemnify Infocus from any and all claims or actions (present or future) associated.

Upon receipt of this letter, Infocus will make payment of the Refund to the following account within 21 days:

Account Name:	A & B Stephen SMSF Pty Ltd ATF A & B Stephen Superannuation Fund
BSB:	182-512
Account Number:	963267695
Quote:	SL Fin Plan Refund

It is important to us that you understand that, effective from this letters date we have ceased our service agreement and are no longer responsible for ensuring that your advice remains appropriate to deal with the changes in services and products, legislation, economic conditions and the marketplace. You should be aware that changes of this nature are likely to affect your ability to achieve your financial goals. We welcome you to contact us to discuss your ongoing advice needs which can include renegotiating a service package that

will allow us continue to provide you with ongoing advice, service and support, or alternatively, we can assist you on an “as-required-basis” for an hourly fee.

Contact details

Should you have any queries in relation to this, please feel free to contact me on 0755618800.

In the event that you are not satisfied with the above explanation or would like to make a complaint, you have the right to contact my License provider Infocus Securities Australia Pty Ltd (Infocus) on (07) 5406 5000 or via email at ProfessionalStandards@infocus.com.au. Infocus will investigate your complaint and provide a formal Internal Disputes Resolution response.

Sincerely,

A handwritten signature in grey ink, appearing to read 'T. Graham', is positioned above the typed name.

Thomas Graham
Partner
Simmons Livingstone and Associates