

30 July 2021

Reference number: 20279260

000083 000  
N & W WILTON ATF WILTON FAMILY SUPERANNUATION FUND  
C/- MRS NOELA WILTON  
11 RISE PL  
UPPER KEDRON QLD 4055



Dear Client,

### You've received a refund

We're writing to let you know we've been reviewing the ongoing advice service records of all Licensed Practices in our Securitor network between July 2008 and December 2018. The review was undertaken to determine if there were records demonstrating ongoing advice was provided and did not assess the quality of advice clients received.

We've reviewed your records and we're providing a refund for fees you paid for ongoing advice services from Crosbie Wealth Management.

#### About your refund:

- This review was looking at the records to confirm Crosbie Wealth Management provided ongoing advice services to you, where you paid fees during 2008–2014.
- It was our responsibility to do this review, as Crosbie Wealth Management was one of our Licensed Practices at the time.
- In our review, we didn't find sufficient records to confirm that you received ongoing advice services from Crosbie Wealth Management in 2008–2010 and 2013.
- We apologise this occurred. We've refunded the fees you paid for any periods where we can't confirm the service was provided to you, plus interest.

#### Your refund payment

Your refund of \$25,559.05 has been transferred into your bank account ending 5825. You don't need to do anything to receive this payment.

The interest amount is calculated from the date of each service period we're refunding to when we make a payment to you. The interest rate used is based on the Reserve Bank of Australia cash rate plus 6% pa.

Below is a summary of your refund payment:

<b>Ongoing advice service fee refund</b>	<b>\$9,949.38</b>
<b>Interest</b>	<b>\$15,609.67</b>
<b>Total payment</b>	<b>\$25,559.05</b>

A summary of the refund can also be found in the Tax Adjustment Note.

## How tax applies to this refund

The part of your refund which includes the Ongoing Advice Service Fee is calculated on a GST-inclusive basis. The Australian Taxation Office (ATO) website contains guidance for investors receiving a refund of financial advice fees, which indicates the circumstances where it will be assessable income to the investor.

We recommend you refer to this guidance and seek advice from a registered tax agent regarding the tax implications relevant to your individual circumstances. Please note that any cost of seeking tax advice will be at your own expense.

We have also enclosed a Tax Adjustment Note relating to the above refund payment(s) which you may need if you are registered for GST. Please also be aware that as the payment has been made directly to you, it will not be reported in any annual statements issued by your product provider.

## Please contact us if you have any questions or concerns

We're committed to minimising any inconvenience to you, so please call if you have any concerns. Our team is aware of this issue and ready to help.

You can call us Monday to Friday, between 8.30am and 5.30pm (AEST), on 1800 630 374 or email us at [adviceenquiry@btfinancialgroup.com](mailto:adviceenquiry@btfinancialgroup.com).

If you are not satisfied with our service or your outcome, please let us know so we can ensure your concerns are considered and resolved quickly. You can contact the BT Complaints Team by email at [btadvicecomplaints@btfinancialgroup.com](mailto:btadvicecomplaints@btfinancialgroup.com) or in writing:

BT Advice Complaints  
GPO Box 5265  
SYDNEY NSW 2001

After contacting our BT Complaints Team, if you have concerns about the outcome of the review, you may choose to contact the Australian Financial Complaints Authority (AFCA). AFCA is an independent dispute resolution service, available to you at no cost. For more information, including timeframes and financial limits, contact AFCA at [www.afca.org.au](http://www.afca.org.au), by phone on 1800 931 678 (free call), by email [info@afca.org.au](mailto:info@afca.org.au) or in writing:

Australian Financial Complaints Authority  
GPO Box 3  
MELBOURNE VIC 3001

## We're here to help

Please don't hesitate to call us if you need any further assistance. You can reach us Monday to Friday, between 8.30am and 5.30pm (AEST), on 1800 630 374 or email us at [adviceenquiry@btfinancialgroup.com](mailto:adviceenquiry@btfinancialgroup.com).

Yours sincerely,



**Nathan Peters**

Head of Customer Care | BT Advice Reviews

ISSUE DATE: 30 July 2021

N & W WILTON ATF WILTON FAMILY SUPERANNUATION  
FUND  
C/- MRS NOELA WILTON  
11 RISE PL  
UPPER KEDRON QLD 4055



**TAX ADJUSTMENT NOTE**

**CLIENT'S COPY**

<b>ADJ. DATE</b>	<b>DESCRIPTION</b>	<b>AMOUNT \$</b>	<b>GST %</b>
30 July 2021	Ongoing Advice Service Fee	9,044.89	10

TOTAL OF ADJUSTMENT: \$9,044.89

Adjustment to GST Payable: \$904.49

**TOTAL ADJUSTMENT AMOUNT**  
(The total adjustment amount includes GST) \$9,949.38

The adjustment notice above relates to the refund of the Ongoing Advice Service fee you have paid during 2008–2014.