



407772-001 001321(5281) RQLD
KJ & AC ST LEDGER SUPER FUND
C/- DGZ CHARTERED ACCOUNTANTS
PO BOX 1935
BUNDABERG QLD 4670

Reference number:
GL-S-102243-CP-210610A

27 July 2021

Dear CLIENT,

You've received a refund cheque

We're writing to let you know of our decision to refund your ongoing advice service fees.

About your refund:

- The ongoing advice service fees you paid as a client of your Financial Adviser while they were with one of our Licensed Practices during 2010–2011, have been refunded plus interest.
- We've been reviewing the ongoing advice records of all our Licensed Practices between July 2008 and December 2018. The ongoing advice service fees you paid as a client of Peter Thompson formed part of this review.
- To accelerate the completion of this review, in some instances – such as yours – we decided to refund the fees without reviewing client records. Your refund is not a reflection on the quality of your records or the advice you received.
- A cheque for the refunded amount of \$10,146.14 is enclosed.

Why you received this refund

We're reviewing the records of all Licensed Practices in the Securitor network between July 2008 and December 2018.

We've decided to refund the fees you paid without reviewing your records. This decision is in no way a reflection on the quality of the records or the advice you received from Peter Thompson.

Your refund payment

Your refund includes the ongoing advice service fees you paid as a client of your Financial Adviser while they were with one of our Licensed Practices during 2010–2011, plus interest.

Below is a summary of your refund payment:

– Asgard 729282 - Ongoing Advice Service Fee: \$4,417.44 and Interest: \$5,728.70

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

The interest amount is calculated from the date of service periods we're refunding to when we make a payment to you. The interest rate is calculated based on the RBA cash rate plus 6% per annum for the relevant period.

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

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.

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 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, by phone on 1800 931 678 (free call), by email 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.

Yours sincerely,



Nathan Peters

Head of Customer Care
BT Advice

ISSUE DATE: 27 July 2021



KJ & AC ST LEDGER SUPER FUND
C/- DGZ CHARTERED ACCOUNTANTS
PO BOX 1935
BUNDABERG QLD 4670

TAX ADJUSTMENT NOTE

CLIENT'S COPY

ADJ. DATE	DESCRIPTION	AMOUNT \$	GST %
27 July 2021	Ongoing Advice Service Fee	\$4,015.85	10
	TOTAL OF ADJUSTMENT:		\$4,015.85
	Adjustment to GST Payable:		\$401.59
	TOTAL ADJUSTMENT AMOUNT		<u>\$4,417.44</u>
	(The total adjustment amount includes GST)		

The adjustment notice above relates to the refund of the Ongoing Advice Service fee you have paid during 2010–2011.



NSW Stat & Reg RPTG BSG
1 King Street, Concord West NSW

Westpac Banking Corporation
ABN 33 007 457 141

Chq No.: 9035
Date: 27 July 2021

PAY **KJ & AC ST LEDGER SUPER FUND**

THE
SUM OF **Ten Thousand One Hundred and Forty Six Dollars and
Fourteen Cents**

NOT NEGOTIABLE

For and on behalf of Westpac Banking Corporation

\$*****10,146.14

11 February 2022

Reference number: GL-S-124583_M

000451 000



KJ & AC ST LEDGER SUPER FUND
C/-MR KERRY ST LEDGER
53 EAST STR
SCARNESS QLD 4655

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 where we could not locate the evidence to demonstrate that the service was delivered.

About your refund:

- This review was looking at the records to confirm ongoing advice services were provided where you paid fees during 2008–2010.
- It was our responsibility to do this review, as the financial advice was provided under our licence at the time.
- In our review, we didn't find sufficient records to confirm that you received ongoing advice services in 2008–2010.
- As part of our assessment, we assumed you were entitled to an annual review for the fees you paid in a 12-month period except for periods where we found evidence of a different review frequency. If you would like more information about the review frequency we used in relation to your review, please let us know.
- 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 \$11,565.12 has been transferred into your bank account ending 8716. 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:

Ongoing advice service fee refund	\$3,897.21
Interest	\$7,667.91
Total payment	\$11,565.12

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 (Sydney time), on 1800 630 374 or email us at 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 or in writing:

BT Advice Complaints
GPO Box 5265
SYDNEY NSW 2001

After contacting our BT Complaints Team or at any time you felt dissatisfied with our service, 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, by phone on 1800 931 678 (free call), by email 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 (Sydney time), on 1800 630 374 or email us at adviceenquiry@btfinancialgroup.com.

Yours sincerely,



Nathan Peters

Head of Customer Care | BT Advice Reviews



ISSUE DATE: 11 February 2022

KJ & AC ST LEDGER SUPER FUND
C/-MR KERRY ST LEDGER
53 EAST STR
SCARNESS QLD 4655

TAX ADJUSTMENT NOTE

CLIENT'S COPY

ADJ. DATE	DESCRIPTION	AMOUNT \$	GST %
11 February 2022	Ongoing Advice Service Fee	3,542.91	10

TOTAL OF ADJUSTMENT: \$3,542.91

Adjustment to GST Payable: \$354.30

TOTAL ADJUSTMENT AMOUNT
(The total adjustment amount includes GST) \$3,897.21

The adjustment notice above relates to the refund of the Ongoing Advice Service fee you have paid during 2008–2010.