

13 November 2019

Mr Nathan Chalmers
20 Waikiri Parade,
Kalbarri WA 6536

Dear Mr Chalmers,

Why are we contacting you?

We are currently conducting a review of the financial advice provided by former Suncorp Advice representative Brandi Murphy (the Adviser). This includes financial advice you received in a Statement of Advice (SOA) dated 06 November 2014.

Outcome of our review

We have now completed our review of your advice and found that the personal insurance advice provided to you by the Adviser was appropriate based on our understanding of your financial situation and your goals and objectives at the time.

Please read below for more information**How we conducted our review**

We have completed a full review of your customer file, including:

- a fact find dated 22 October 2014,
- an SoA dated 06 November 2014
- various notes taken the Adviser,
- communication between the Adviser and yourself,
- any additional information we obtained from yourself or some other party
- an Authority to Proceed dated 06 November 2014

After considering your identified objectives, financial situation and needs we considered whether the advice provided was in your best interests and was appropriate to you.

We have also checked the implementation of the advice to ensure that everything was done as the Adviser recommended and authorised by you.

If you have additional information that was not considered, which could be critical to our assessment, please contact us so that we can consider whether this information will impact the outcome of our assessment.

Appendix One: Reason for our decisions

You met with the Adviser on 22 October 2014 to seek advice on: personal insurance

At the meeting, the Adviser completed:

- An insurance needs analysis that indicated that you required a total of \$525,000 for life insurance,

Specifically, as recorded in the SoA dated 06 November 2014 you wanted to:

- *obtain life cover with a sum insured of \$525,000 each*
- *pay less premium than you are currently paying for the same of more cover*
- *be protected financially in the event either of you pass away*
- *fund your term life cover insurance premiums from your existing Self-Managed Super Fund .*
- *be able to retain and afford your term life insurance policies for as long as possible, until your expected retirement ages (age 70).*

To meet your goals and objectives, as recorded in the SoA dated 06 November 2014, the Adviser recommended that you:

Personal insurance

- *apply for the following insurance cover as shown in the tables below*

Product Description	Type	Owner	Insured Person	Sum Insured	Annual Premium
<i>Asteron Life Complete – Life Cover Super/SMSF</i>	<i>Term Life</i>	<i>SMSF – The Chalmers Superannuation Fund</i>	<i>Nathan</i>	<i>\$525,000</i>	<i>\$1038.96</i>

20 January 2020

Level 28, 266 George Street
BRISBANE QLD 4000
PO Box 1453
BRISBANE QLD 4001



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569407 / 0024211 / 00048421 / 1 / CN-DOM

Simone Chalmers
Po Box 155
KALBARRI WA 6536

Dear Simone

Closure of Suncorp Advice

Suncorp has recently announced it will close its financial advice business, Suncorp Advice. The decision comes after the business finalised a strategic review of Suncorp Advice that focussed on investing in core business and connecting customers with specialised advice providers.

What do I need to do?

No action is required from this notification, however if you would like to speak to a financial planner or review your existing financial plan, we have provided a short list of financial planning firms (attached to this letter) that may be able to help with your queries. This list includes the Financial Planning Association, a professional association for financial planners and their website which provides access to a wide range of planners for you to consider.

What do I do if I have questions or concerns?

Should you have any questions or concerns, you can contact Suncorp Financial Services on 1800 631 118.

Yours sincerely,



Steven O'Donoghue
National Manager, Suncorp Advice

13 November 2019

Mrs Simone Chalmers
20 Waikiri Parade,
Kalbarri WA 6536

Dear Mrs Chalmers

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Please read below for more information

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We have also checked the implementation of the advice to ensure that everything was done as the Adviser recommended and authorised by you.

If you have additional information that was not considered, which could be critical to our assessment, please contact us so that we can consider whether this information will impact the outcome of our assessment.

Appendix One of this letter outlines the reasons for our decision. We recommend you read this to help you understand the outcome.

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20 January 2020

Level 28, 266 George Street
BRISBANE QLD 4000
PO Box 1453
BRISBANE QLD 4001



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Nathan Chalmers
P O Box 155
KALBARRI WA 6536

Dear Nathan

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Steven O'Donoghue
National Manager, Suncorp Advice