



407772-001 000507(2025) RNSW
3/70 HIGH STREET SUPER FUND
UNIT 108 265 WHARF ROAD
NEWCASTLE NSW 2300

Reference number:
GL-S-97982-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 2008–2009, 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 Price Williams Whyte Financial Planners 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 \$2,922.23 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 Price Williams Whyte Financial Planners.

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 2008–2009, plus interest.

Below is a summary of your refund payment:

- Asgard 651102 - Ongoing Advice Service Fee: \$937.09 and Interest: \$1,985.14

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

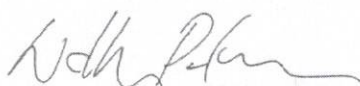
After contacting our BT Complaints Team, if you have concerns about the outcome of the review, you may choose to contact the Australian Financial Complaints Authority (AFCA). AFCA is an independent dispute resolution service, available to you at no cost. For more information, including timeframes and 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