

Financial Year 2020/2021

Entity The Bungoona Superannuation Fund

Refund of Fees from Westpac BT

	Fee Refund	Interest	Total	Tax Paid 15%	After Tax Paid to Bungoona Sup
21-Oct-20	\$ 6,173.77	\$ 3,443.05	\$ 9,616.82	-\$ 1,442.52	\$ 8,174.30
26-Oct-20	\$ 2,778.37	\$ 4,298.54	\$ 7,076.91	-\$ 1,061.57	\$ 6,015.34
17-May-21	Change in interest calculation	\$ 8,187.78	\$ 8,187.78	-\$ 1,228.17	\$ 6,959.61
Total	\$ 8,952.14	\$ 15,929.37	\$ 24,881.51	-\$ 3,732.26	\$ 21,149.25

Refer BT Portfolio Super Wrap Transaction Details
Rollover Benefits Statements
Letters from Westpac BT

Extract from Bungoona Sup cheque account showing receipt of funds from BT Wrap

Super chq 062-208 1016 1943

Available	\$1,611.01
Pending	\$0.00
Balance	\$1,611.01

Showing 3 results

Pending transactions not included in the search

Date	Description	Debit	Credit	Balance
Mon 17 May 2021	Direct Credit 142338 WRAP REC TRF M01592036		+\$6,959.67	\$10,255.49
Mon 26 Oct 2020	Direct Credit 142338 BT WRAP M01592036		+\$6,015.58	\$14,546.11
Wed 21 Oct 2020	Direct Credit 142350 BT WRAP M01592036		+\$8,174.30	\$8,530.53

**BT Portfolio SuperWrap
Personal Super Plan**

Investor name
Ms C L Joice
Investor number
M01592036
Financial Planner name
INVEST COORDINATOR POOL WESTPAC
BANKING CORPORATION
Financial Planner phone number
1300 661577

Ms C L Joice
12 Bungoona Ave
ELANORA HEIGHTS NSW 2101

TRANSACTION DETAILS AND COSTS SUMMARY

Date	Transaction Description	Amount (\$)
21/07/2020	Good Value Payment	9,616.82
21/07/2020	Earnings Tax	-1,442.52
01/10/2020	Interest	0.16
02/10/2020	Good Value Payment	7,076.91
21/10/2020	Partial Bank Direct Rollover Redemption \$8174.30	-8,174.30 ✓
23/10/2020	Paid Interest	0.08
23/10/2020	Earnings Tax	-1,061.57
23/10/2020	Full Bank Direct	-6,015.58 ✓
12/04/2021	Good Value Payment	8,187.78
12/04/2021	Earnings Tax	-1,228.17
17/05/2021	Paid Interest	0.07
17/05/2021	Earnings Tax	-0.01
17/05/2021	Full Bank Direct	-6,959.67 ✓
	Sum of Fees shown above	0.00
	Indirect Costs of Your Investment	0.00
	Total Fees You Paid	0.00
	Other Costs	0.00
	Total fees and costs you paid	0.00

L000001 - M01592036

Rollover Benefits Statement

Section A :- Receiving fund

BUNGOONA SUPERANNUATION FUND
12 Bungoona Ave
ELANORA HEIGHTS NSW 2101

THIS FORM DOES NOT HAVE TO BE INCLUDED
IN A TAX RETURN

ORIGINAL

Australian business number (ABN) 51 759 350 814

Unique Superannuation Identifier
(USI)

Member client identifier

Section B :- Member's details

Tax File Number (TFN) 126 393 031

Full Name

Title Ms

Family name Joice

First given name Catherine

Other given names Lesley

Postal Address 12 Bungoona Ave
ELANORA HEIGHTS NSW 2101

Date of birth 02/05/1957

Sex (M/F) F

Daytime Phone No.

Email Address

Section C :- Rollover transaction details

Service period start date 22/01/1979

Tax components:

Tax-free component \$0.00

KiwiSaver tax-free component \$0.00

Taxable component:

Element taxed in the fund \$8,174.30

Element untaxed in the fund \$0.00

TOTAL Tax Components \$8,174.30

Preservation amounts:

Preserved amount \$8,174.30

KiwiSaver preserved amount \$0.00

Restricted non-preserved amount \$0.00

Unrestricted non-preserved amount \$0.00

TOTAL Preservation Amounts \$8,174.30



Section D :- Non-complying funds

Contributions made to a non-complying fund on or after
10 May 2006

\$0.00

Section E :- Transferring fund

Fund ABN

39 827 542 991

Your fund name

SuperWrap Personal Super Plan

Contact Name

Kathy Vincent



Date

21/10/2020

Telephone number

1300 657 010

Email Address

superwrap@investorwrap.com.au

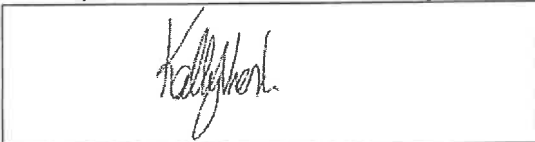
Section F :- Declaration

I declare that the information contained in the statement is true and correct.

Name (BLOCK LETTERS)

KATHY VINCENT

Trustee, director or authorised officer signature



DATE

21/10/2020

OR

AUTHORISED REPRESENTATIVE DECLARATION:

Complete this declaration if you are an authorised representative of the superannuation fund or other provider shown in section E.

I declare that:

- I have prepared the statement with the information supplied by the superannuation provider
- I have received a declaration made by the superannuation provider that the information provided to me for the preparation of this statement is true and correct
- I am authorised by the superannuation provider to give the information in the statement to the ATO

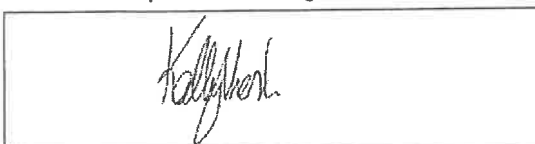
Name (BLOCK LETTERS)

KATHY VINCENT

DATE

21/10/2020

Authorised representative signature



Tax Agent number

Rollover Benefits Statement

Section A :- Receiving fund

BUNGOONA SUPERANNUATION FUND
12 Bungoona Ave
ELANORA HEIGHTS NSW 2101

THIS FORM DOES NOT HAVE TO BE INCLUDED
IN A TAX RETURN

DUPLICATE

Australian business number (ABN) 51 759 350 814

Unique Superannuation Identifier
(USI)

Member client identifier

Section B :- Member's details

Tax File Number (TFN)

126 393 031

Full Name

Title

Ms

Family name

Joice

First given name

Catherine

Other given names

Lesley

Postal Address

12 Bungoona Ave
ELANORA HEIGHTS NSW 2101

Date of birth

02/05/1957

Sex (M/F)

F

Daytime Phone No.

Email Address

Section C :- Rollover transaction details

Service period start date

22/01/1979

Tax components:

Tax-free component

\$0.00

KiwiSaver tax-free component

\$0.00

Taxable component:

Element taxed in the fund

\$6,015.58

Element untaxed in the fund

\$0.00

TOTAL Tax Components

\$6,015.58

Preservation amounts:

Preserved amount

\$6,015.58

KiwiSaver preserved amount

\$0.00

Restricted non-preserved amount

\$0.00

Unrestricted non-preserved amount

\$0.00

TOTAL Preservation Amounts

\$6,015.58

Investor No: M01592036

Section D :- Non-complying funds

Contributions made to a non-complying fund on or after
10 May 2006

\$0.00

Section E :- Transferring fund

Fund ABN

39 827 542 991

Your fund name

SuperWrap Personal Super Plan

Contact Name

Kathy Vincent



Date

23/10/2020

Telephone number

1300 657 010

Email Address

superwrap@investorwrap.com.au

Section F :- Declaration

I declare that the information contained in the statement is true and correct.

Name (BLOCK LETTERS)

KATHY VINCENT

Trustee, director or authorised officer signature



DATE

23/10/2020

OR

AUTHORISED REPRESENTATIVE DECLARATION:

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- I have prepared the statement with the information supplied by the superannuation provider
- I have received a declaration made by the superannuation provider that the information provided to me for the preparation of this statement is true and correct
- I am authorised by the superannuation provider to give the information in the statement to the ATO

Name (BLOCK LETTERS)

KATHY VINCENT

DATE

23/10/2020

Authorised representative signature



Tax Agent number

Rollover Benefits Statement

Section A :- Receiving fund	THIS FORM DOES NOT HAVE TO BE INCLUDED IN A TAX RETURN
BUNGOONA SUPERANNUATION FUND 12 Bungoona Ave ELANORA HEIGHTS NSW 2101	<div style="border: 1px solid black; padding: 2px 10px; display: inline-block;">ORIGINAL</div>
	Australian business number (ABN) <input style="width: 100%;" type="text" value="51 759 350 814"/> Unique Superannuation Identifier (USI) <input style="width: 100%;" type="text"/> Member client identifier <input style="width: 100%;" type="text"/>

Section B :- Member's details	
Tax File Number (TFN)	<input style="width: 100%;" type="text" value="126 393 031"/>
Full Name	
Title	<input style="width: 100%;" type="text" value="Ms"/>
Family name	<input style="width: 100%;" type="text" value="Joice"/>
First given name	<input style="width: 100%;" type="text" value="Catherine"/>
Other given names	<input style="width: 100%;" type="text" value="Lesley"/>
Postal Address	<input style="width: 100%;" type="text" value="12 Bungoona Ave
ELANORA HEIGHTS NSW 2101"/>
Date of birth	<input style="width: 100%;" type="text" value="02/05/1957"/>
Sex (M/F)	<input style="width: 100%;" type="text" value="F"/>
Daytime Phone No.	<input style="width: 100%;" type="text"/>
Email Address	<input style="width: 100%;" type="text"/>

Section C :- Rollover transaction details			
Service period start date	<input style="width: 100%;" type="text" value="22/01/1979"/>		
Tax components:	Preservation amounts:		
Tax-free component	<input style="width: 100%;" type="text" value="\$0.00"/>	Preserved amount	<input style="width: 100%;" type="text" value="\$6,959.67"/>
KiwiSaver tax-free component	<input style="width: 100%;" type="text" value="\$0.00"/>	KiwiSaver preserved amount	<input style="width: 100%;" type="text" value="\$0.00"/>
Taxable component:			
Element taxed in the fund	<input style="width: 100%;" type="text" value="\$6,959.67"/>	Restricted non-preserved amount	<input style="width: 100%;" type="text" value="\$0.00"/>
Element untaxed in the fund	<input style="width: 100%;" type="text" value="\$0.00"/>	Unrestricted non-preserved amount	<input style="width: 100%;" type="text" value="\$0.00"/>
TOTAL Tax Components	<input style="width: 100%;" type="text" value="\$6,959.67"/>	TOTAL Preservation Amounts	<input style="width: 100%;" type="text" value="\$6,959.67"/>

100001301 - M01592036

Section D :- Non-complying funds

Contributions made to a non-complying fund on or after
10 May 2006

\$0.00

Section E :- Transferring fund

Fund ABN

39 827 542 991

Your fund name

SuperWrap Personal Super Plan

Contact Name

Kathy Vincent



Date

17/05/2021

Telephone number

1300 657 010

Email Address

superwrap@investorwrap.com.au

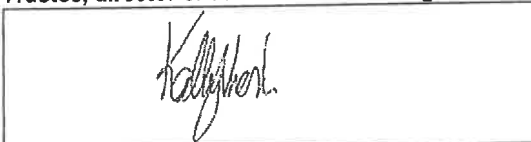
Section F :- Declaration

I declare that the information contained in the statement is true and correct.

Name (BLOCK LETTERS)

KATHY VINCENT

Trustee, director or authorised officer signature



DATE

17/05/2021

OR

AUTHORISED REPRESENTATIVE DECLARATION:

Complete this declaration if you are an authorised representative of the superannuation fund or other provider shown in section E.

I declare that:

- I have prepared the statement with the information supplied by the superannuation provider
- I have received a declaration made by the superannuation provider that the information provided to me for the preparation of this statement is true and correct
- I am authorised by the superannuation provider to give the information in the statement to the ATO

Name (BLOCK LETTERS)

KATHY VINCENT

DATE

17/05/2021

Authorised representative signature



Tax Agent number



00000-

Ms Catherine Joice
12 Bungoona Ave
ELANORA HEIGHTS NSW 2101

Case ID: OAS-0051032

31 July 2020

Dear Ms Joice,

We've refunded some of your fees

As part of our commitment to helping our customers, we've reviewed the Ongoing Advice Services we've provided our customers. This includes the service you paid a fee for between July 2008 and December 2015.

Summary of what we looked at

- > We can see you paid us to provide an Ongoing Advice Service during 2009.
- > However, we haven't been able to confirm that we provided you with that service in 2009.
- > We've therefore refunded the fees you paid for the periods where we can't confirm the service was provided to you, plus interest.

Your refund

A summary of the refund payment(s) is set out below:

- Wrap M01592036 - Ongoing Advice Service Fee: \$6,173.77 and Interest: \$3,443.05

We have attempted to pay your refund directly into the account(s) from which the fees were originally drawn or your last known payment details. However, as your account is now closed, please let us know where you would like your refund to be paid by completing and returning the enclosed form within the next 15 days.

Please read the detailed instructions in the form, as we will only be able to transfer this refund to another superannuation fund or your Self Managed Super Fund (SMSF) unless you have met a condition of release.

WESTPAC BANKING CORPORATION ABN 33 007 457 141



How tax applies to this refund refund

If your refund is for fees that were taken from a superannuation account, the Trustee of the fund may deduct tax from the refund at the superannuation tax rate of 15%.

For information regarding the tax treatment of any refund, we recommend you seek tax advice from a registered tax agent or registered tax (financial) adviser. They can help you with the tax implications relevant to your circumstances including Income Tax, Capital Gains Tax and Goods and Services Tax (GST). Please note that any cost of seeking tax advice will be at your own expense.

We're here to help if you have questions or concerns

If you have any questions or concerns regarding this letter, please contact us by phone on 1800 630 374 between 8.30am and 5.30pm (AEST), Monday to Friday or email AdviceEnquiry@btfinancialgroup.com.

You can also contact our Advice Complaints Team by email at btadvicecomplaints@btfinancialgroup.com or in writing:

Advice Complaints
GPO Box 5265
SYDNEY NSW 2001

If you are not satisfied with the outcome of your complaint, our Westpac Group Customer Advocate can provide an independent review. You may contact them via email at customeradvocate@westpac.com.au or in writing:

Westpac Group Customer Advocate
GPO Box 1
SYDNEY NSW 2000

You can also choose to contact the Australian Financial Complaints Authority (AFCA), an external dispute resolution service. You may contact AFCA at www.afca.org.au, by phone on 1800 931 678 free call, by email at info@afca.org.au or in writing:

Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001

As we continue to review services we have provided to our customers, you may receive further communication from us relating to other accounts and review periods.

Yours sincerely



Mandy Rutherford
General Manager, Group Customer Remediation
Westpac Group

WESTPAC BANKING CORPORATION ABN 33 007 457 141





Our Reference 16723750004

Without Prejudice

24 September 2020

Ms Catherine Joice
12 Bungoona Avenue
ELANORA HEIGHTS NSW 2101

Dear Ms Joice,

We refer to your complaint lodged with Customer Care Support Kerry Liberona, which we received on 27 July 2020, and our subsequent telephone discussions. We are disappointed to learn that your experience with BT has not met your expectations, and we apologise for any inconvenience this may have caused you. We very much appreciate that you have taken the time to raise your complaint with us and for giving us the opportunity to review and respond to your concerns.

Our understanding of your complaint

We understand your complaint relates to your BT Wrap account Mxxxxx2036. Specifically, you have told us that,

- You were charged a contribution fee on 27 June 2008, when you were already paying an ongoing advice service (OAS) fee.
- You also paid OAS fees from 1 February 2009 to 4 September 2009 and did not receive any ongoing advice services.

The Outcome you seek

You have requested that these matters be investigated, and any fees you paid during that time be refunded to you.

Our response

We have undertaken a thorough review of the issues you have raised. For the reasons set out below, BT would like to offer you a payment of \$7,076.91 to resolve your complaint.

We regret that your experience with BT has fallen short of your, and our, expectations. We sincerely apologise for any inconvenience and concern that you have suffered, and we trust that this offer provides you with a satisfactory resolution to the concerns that you have raised.

Reasons for our decision

We note that there was a Statement of Advice (SoA) dated 8 December 2006 and that the advice was implemented. Your BT Portfolio Wrap was established on 12 February 2007 and there was an OAS arrangement in place.

You were charged a contribution fee on 27 June 2008, when you were already paying an (OAS) fee.

We can confirm that on 25 June 2008, a member contribution was received for \$100,000 and these funds were traded as per the recommendation on the SoA. An adviser contribution fee was then charged on 27 June 2008.

These fees are payable whenever you make a new contribution to your investment and were disclosed on the SoA. They were separate fees as agreed by you and they do not constitute ongoing adviser service. We will not be refunding these fees.

In addition, where there is a negotiable Product Commission paid by the product manufacturer, it will appear below as an Advice Fee.

Advice Fees		Total Payable to Westpac	Maximum Planner Share of Total
BT Portfolio Wrap - Investment	\$269,705	\$0 0.00%	\$0 0.00%
BT Portfolio SuperWrap - Super	\$623,883	\$0 0.00%	\$0 0.00%
BT Portfolio SuperWrap - Super (Undeducted contributions)	\$15,000	\$300 2.00%	\$126 0.84%

Note: Where you are making a regular investment or contribution these Advice Fees are payable with each contribution.

You also paid OAS fees from 1 February 2009 to 4 September 2009 and did not receive any ongoing advice services.

We note that you were previously refunded OAS fees for the period 1 Feb 2008-31 Jan 2009 as no ongoing service was provided for an amount of \$6,173.77 plus interest.

You have paid OAS fees for an amount of \$2,778.37 on the service period 1 Feb 2009-4 Sep 2009 and no ongoing service was evident and we will refund these fees plus interest.

Summary of our offer

Details	Amount
1. OAS fees paid for service period 1 Feb 2009-4 Sep 2009	\$2,778.37
2. Interest added based on your risk profile of 'High Growth'	\$4,298.54
TOTAL	\$7,076.91

Please note that our offer will remain open for 7 days from the date of this letter. We will close our complaint file if you do not respond within 7 days from the date of this letter or contact us to request more time to consider our response.

Please refer to the Acceptance form below. To accept our offer in full and final settlement of your concerns, please sign and email the completed form to me at maria.bhuiyan@btfinancialgroup.com.

We will arrange for payment directly to Your BT Wrap account Mxxxxx2036 once we have received the completed and signed Acceptance form from you. Please note that it may take up to five business days for the funds to be deposited in your account.

In closing Ms Joice, I am glad we could deliver a reasonable outcome and trust the details in this letter provide clarity on our position.

Important information

The information contained in this letter is general information only and it does not constitute any recommendation or advice. It has been prepared without considering your personal objectives, financial situation or needs, and so you should consider its appropriateness having regard to these factors before acting on it.

Any taxation position described is a general statement and is only a guide. It does not constitute tax advice; it reflects our interpretation of your situation. Refunds and other payments may be subject to taxation. Your individual situation may differ, and you should seek independent advice from a registered taxation professional and consider obtaining personalised advice from a professional financial adviser before making any financial decisions in relation to the matters discussed herein.

Next steps

Our goal is to resolve this matter directly with you if possible. However, we appreciate that our final response may not be the outcome that you were seeking. We are here to help and encourage you to contact us in the first instance if you feel we have not accurately understood or satisfactorily addressed your complaint.

You are able to contact me by writing at BT Advice Complaints GPO Box 5265 Sydney NSW 2001, by telephone on (02) 9155 1087 or via email to maria.bhuiyan@btfinancialgroup.com.

You may also refer your complaint to an external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). If you intend to refer your matter to AFCA, you must do so within two (2) years of the date of this letter. The contact details for AFCA are set out below.

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Yours sincerely,



Maria Bhuiyan

Senior Customer Manager

Westpac Group Customer and Corporate Relations

30 November 2020



00219-R02

Ms Catherine Joice
12 Bungoona Ave
ELANORA HEIGHTS NSW 2101

Dear Ms Joice,

You've received a refund

We've reviewed the ongoing advice services we've provided to our client and you paid a fee for between July 2008 and December 2009.

About your refund:

- You paid us to provide an ongoing advice service during 2009.
- In our review, we didn't find the records to confirm that we provided the service during 2009.
- We apologise this occurred. We've refunded the fees you paid to confirm the service was provided to you, plus interest.

Your refund payment

Your total refund of \$9,616.82 has been transferred into your superannuation account. You don't need to do anything to receive this payment.

Below is a summary of your refund:

- Wrap M01592036 - Ongoing Advice Service Fee: \$6,173.77 and Interest

30 November 2020

Reference number: OAS-0051032



00219-R02

Ms Catherine Joice
12 Bungoona Ave
ELANORA HEIGHTS NSW 2101

Dear Ms Joice,

You've received a refund

We've reviewed the ongoing advice services we've provided to our customers. This includes the service you paid a fee for between July 2008 and December 2015.

About your refund:

- You paid us to provide an ongoing advice service during 2009.
- In our review, we didn't find the records to confirm that we provided you with this service in 2009.
- We apologise this occurred. We've refunded the fees you paid for the periods where we can't confirm the service was provided to you, plus interest.

Your refund payment

Your total refund of \$9,616.82 has been transferred into your superannuation account(s) listed below. You don't need to do anything to receive this payment.

Below is a summary of your refund:

- Wrap M01592036 - Ongoing Advice Service Fee: \$6,173.77 and Interest: \$3,443.05



11 May 2021

Account number: M01592036



003 - 1525066 - P01 - 000175
CATHERINE JOICE
12 BUNGOONA AVE
ELANORA HEIGHTS NSW 2101

Dear Catherine

Advice Remediation payment from your superannuation account

We have received an advice remediation payment of \$8,187.78 from Westpac for you. These fees were originally paid from your account number above in the name of CATHERINE JOICE.

When processing this payment, our records showed that your account is now closed. We're seeking your payment instructions, so this refund can be paid to you. As this is a superannuation account, we will only be able to pay this refund to another superannuation fund, unless you have met a superannuation condition of release, for example, you are over age 65 or have retired.

What do you need to do?

So we can finalise payment, please notify us of your payment instructions by completing the *Advice Remediation Payment Form* enclosed.

If you are requesting the funds to be paid to:

1. Your BT superannuation account, complete sections 1, 2, 3 and 8.
2. Another superannuation fund, complete sections 1, 2, 4 and 8.
3. Your bank account because a superannuation condition of release applies to you, complete sections 1, 2, 5 and 8.
4. Your Self-Managed Super Fund (SMSF), complete sections 1, 2, 6, 7 and 8.

You can return the form and any other supporting documents (such as proof of identity, if applicable), using the reply paid envelope or by emailing the form to wrapforms@btfinancialgroup.com by 8 June 2021. If we do not receive your payment instructions by the date above, these funds will be sent to the Australian Tax Office (ATO). Incomplete forms cannot be accepted.

How taxation applies to this refund

We recommend you seek tax advice regarding the refund and interest payment from a registered tax agent or registered tax (financial) adviser. They can help you with the tax implications relevant to your circumstances including Income Tax, Capital Gains Tax and Goods and Services Tax (GST). Please note the refund payment includes GST, however the interest portion is not subject to GST.

We're here to help

If you have any questions or would like more information, call us on 1300 657 010 between 8.00am and 6.30pm (Sydney time) Monday to Friday or email us at enquiry@investorwrap.com.au.

Yours sincerely

Kieran Varcoe
Head of Platforms
Westpac Group



1525066 - 01 - 000175 - W

Rec'd 24 June 21

18 June 2021

Reference number: 20211575

000363 000



CATHERINE JOICE
12 BUNGOONA AVE
ELANORA HEIGHTS NSW 2101

Dear Customer,

We're making an additional payment to you

We're writing to you because we've changed the way we calculate interest for customers who are receiving refund payments in our ongoing advice service review.

You've already received a refund from us in this review, so we've recalculated your interest and we're making an additional payment to you.

About your additional payment:

- We're paying you an additional \$8,187.78 in interest for your refund of ongoing advice service fees.
- This payment reflects the change we've made to how we calculate interest in our ongoing advice service review.
- We have already deposited this additional payment into your Wrap superannuation account ending 2036, so you don't need to do anything.

What's changing?

The way we calculate interest for any refund payments in our ongoing advice service review has changed.

When we issued your refund payment there were two parts – the fee refund and interest. The interest is calculated from the date of any service periods we're refunding to when we make a payment to you.

The interest rate we used was based on a combination of your last known investment profile and the Reserve Bank of Australia (RBA) cash rate.

Given official cash rates are at historically low levels, we've decided to use the **RBA cash rate plus 6% per annum for the whole period.**

We're sorry for any inconvenience this has caused.

How tax applies to this payment

As the interest will be paid into your superannuation account, the Trustee of the fund may deduct tax from this interest payment at the superannuation tax rate of 15%.

For information regarding the tax treatment of the interest you are receiving, we recommend you seek tax advice from a registered tax agent or registered tax (financial) adviser. Please note, any cost of advice will be at your own expense.