

Commonwealth Bank
Reply Paid
PO Box 6489
Silverwater NSW 1811



28 March 2022

PERSONAL & CONFIDENTIAL

Reference Number:



00110-R04 501035392280322

Superannuation Fund

Dear customer,

Why is the Commonwealth Bank writing to you?

We now know that some financial advice customers did not receive periodic reviews they paid for, and others did not receive the correct information about their ongoing services and fees. This is unacceptable, and we know that in such cases we haven't lived up to the expectations of the customers and communities we serve. For all those failures, we apologise. We are working hard to make things right and to ensure these types of issues don't happen again.

The Commonwealth Bank is in the process of refunding financial advice customers who paid ongoing service fees for periodic reviews they may not have received. We are also correcting errors made regarding Fee Disclosure Statements and Renewal Notices.

We're writing to you because between 01 July 2008 and 31 May 2009 you paid ongoing service fees to a financial advice practice that is, or was previously, authorised by Count Financial Limited.*

CBA is carrying out this remediation because prior to 1 October 2019 Count Financial was a wholly-owned, non-guaranteed subsidiary of CBA. CBA is committed to continuing to support and manage certain customer remediation matters arising from past errors as part of the sale of Count Financial to CountPlus on 1 October 2019.

Your refund

We're paying you (including interest) as a refund of ongoing service fees you paid set out in the enclosed Your Refund fact sheet. This payment is compensation for services you paid for but may not have received during the dates specified above. If you accept this payment, you agree that the liability of the Commonwealth Bank, Count Financial and their representatives¹ for these issues will be reduced by the amount of this payment.

Please see the **Your Refund fact sheet** for more information about your refund.

We have decided to pay this refund without assessing your financial advice file. As such, this refund in no way reflects any consideration whether or not your member did provide such services during that time.

What do you need to do?

To receive your refund, please complete the attached Bank Account Nomination Form and return it to us in the enclosed reply-paid envelope or via email. Once we receive your form, we'll pay the refund to your nominated account within 30 days.

*Count Financial Limited ABN 19 001 974 625 AFSL 227232 is a wholly-owned subsidiary of CountPlus Limited but was a wholly-owned, non-guaranteed subsidiary of Commonwealth Bank of Australia ABN 48 123 123 124 prior to the acquisition by CountPlus Limited on 1 October 2019. The Commonwealth Bank is committed to continuing to support and manage certain customer remediation matters arising from past issues as part of that sale to CountPlus.

¹ "representatives" includes all your current and former Count Financial advisers and practices.

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Correcting errors relating to Fee Disclosure Statements and Renewal Notices

You also may not have received correct Fee Disclosure Statements or Renewal Notices about your ongoing service arrangement. We're now correcting these errors. To ensure you have accurate information, please see the enclosed fact sheets:

- **Your Refund:** lists the ongoing service fees you paid.
- **Fee Disclosure Statements and Renewal Notices:** explains what went wrong in Count Financial's systems and processes, and what you should have received so you can understand the potential impact to you.

If your member was also required to provide ongoing service to another person under your ongoing service arrangement, please contact us so we can send them the relevant information in this letter about Fee Disclosure Statements and Renewal Notices, in case they were affected by any of these issues.

We're here to help

If you have any questions or concerns, please contact us.

Phone	Call us on 1800 413 792 between 9.00am and 6.30pm (AEST/AEDT), Monday to Friday.
Email	Email us at customerconnectcount@cba.com.au Please include reference number [redacted] in the subject line of your email. We'll aim to get back to you within two business days.
Web	Visit www.commbank.com.au/count-financial

What if you're still not happy?

If you have any concerns we can't resolve, you can also contact the **Australian Financial Complaints Authority (AFCA)**, an external dispute resolution service.

Phone	1800 931 678
Email	info@afca.org.au
Mail	AFCA, GPO Box 3, Melbourne VIC 3001
Web	www.afca.org.au

Again, we're sorry. We are working hard to address past problems and create a simpler, better bank.

Yours sincerely,



Jacqueline Virtue
Executive General Manager
Customer Service Remediation
Commonwealth Bank of Australia

Fee Disclosure Statements and Renewal Notices



Commonwealth
Bank

What are Fee Disclosure Statements and Renewal Notices?

Fee Disclosure Statements (FDSs) set out the services your adviser promised and delivered under your ongoing service arrangement during the previous year, as well as the fees you paid.

Under some ongoing service arrangements, advisers are required to send a Renewal Notice to customers along with an FDS every two years. Customers must choose to renew the arrangement or it will end.

What were you entitled to receive?

From 1 July 2013 your adviser was required to send you an FDS each year.

Your adviser was also required to send you a Renewal Notice with your FDS every two years if:

- your ongoing service arrangement started on or after 1 July 2013; and
- you did not receive personal financial advice before 1 July 2013 from your adviser, your adviser's financial advice business or Count Financial.

If you were entitled to receive a Renewal Notice and your adviser didn't send you one or an FDS, or if you didn't choose to renew your ongoing service arrangement, your ongoing service arrangement ended and your ongoing service fees should have stopped.

What went wrong?

We have discovered that due to errors in Count Financial's systems and processes, some customers' FDSs contained incorrect information about the fees they paid, and some customers may not have received their FDS or Renewal Notice.

Examples of these issues include where:

- an FDS was issued early and showed only 11 of that year's 12 monthly fees
- an FDS showed 12 monthly fees paid over a year that was out of alignment with the year specified on the FDS
- a payment we received was not identified as an ongoing service fee and so was incorrectly excluded from an FDS.

Other potential issues

You may also have received an FDS or Renewal Notice later than when these should have been provided to you, or these documents may have missed required information or shown other inaccurate information, including about services promised or delivered to you. For example, an FDS may have stated that you received an annual review service when this service was not provided to you.

What does this mean for you?

We haven't assessed your financial advice file to check if these issues happened to you. However, to ensure you have the correct information about the fees you paid, please see the **Your Refund fact sheet**.

What to do if you have questions

If you have any questions or concerns, or would like more information, please contact us on **1800 413 792** or email customerconnectcount@cba.com.au.

If you have questions about an ongoing service agreement you currently have in place, please speak with your financial adviser.

We're sorry if you experienced any of these issues. We are working to correct these errors and put things right for our customers.



Your Refund

We're refunding the ongoing service fees you paid between 01 July 2008 and 31 May 2009 set out below.

Ongoing service fees paid, and your refund

The table below shows fees you paid during each service period, and how we calculated the total refund amount we will pay you.

Service period ¹	Ongoing service fees paid ²
01/07/2008 – 31/05/2009	
Total ongoing service fees paid	
Interest ³	
Total refund (including interest)	

Important information about the table above

- Service periods:** Our ongoing service review covers the period from 1 July 2008 to 30 September 2019. Within this timeframe, your first service period begins on the first day of the month your first ongoing service fee was received by us (on or after 1 July 2008). We've then assumed annual service periods from this date. Your last service period ends on the last day of the month in which the last fee was received by us (before 1 October 2019 – the day CBA ceased owning Count Financial).
- Ongoing service fees:** The ongoing service fees shown are those received by us (either directly from you or from your product trustee), and include GST. We have used the date the fee was received by us as your date of payment.
- Interest:** We've calculated interest using the Reserve Bank of Australia cash rate plus 6% per annum compounded monthly.

Tax considerations

We're not in a position to provide tax advice about your specific circumstances. We recommend you seek independent tax advice. For more information, visit the Australian Taxation Office website at ato.gov.au and search for the page: 'Compensation paid from financial institutions'.

