

15 December 2020

Reference number: OAS-0042529



00018-FR

Briggs Services Pty Ltd Superannuation Fund  
91 Middle Head Rd  
MOSMAN NSW 2088

Dear Sir/Madam,

### 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 June 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.
- You don't need to do anything to receive this payment. Your refund was paid directly into your Westpac account ending in 551. Our records show this as your last known payment details.

#### Your refund payment

Your total refund of \$591.13 includes the ongoing advice service fees you paid for the relevant periods, plus interest.

Below is a summary of your refund:

- Wrap M02315217 - Ongoing Advice Service Fee: \$367.79 and Interest: \$223.34

A summary of the refund can also be found in the enclosed 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

You can call us Monday to Friday, between 8.30am and 5.30pm (AEDT), on 1800 630 374.

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](mailto:btadvicecomplaints@btfinancialgroup.com) or in writing:

BT Advice Complaints  
GPO Box 5265  
SYDNEY NSW 2001

Alternatively, 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](http://www.afca.org.au), by phone on 1800 931 678 free call, by email [info@afca.org.au](mailto:info@afca.org.au) or in writing:

Australian Financial Complaints Authority  
GPO Box 3  
MELBOURNE VIC 3001

### We're here to help

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.

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 (AEDT), on 1800 630 374 or email us at [adviceenquiry@btfinancialgroup.com](mailto:adviceenquiry@btfinancialgroup.com).

Yours sincerely,



**Matthew Sommerville**

National Head  
BT Financial Advice

ISSUE DATE: 15 December 2020

Briggs Services Pty Ltd Superannuation Fund  
91 Middle Head Rd  
MOSMAN NSW 2088

**TAX ADJUSTMENT NOTE**  
**CUSTOMER'S COPY**

ADJ. DATE	DESCRIPTION	AMOUNT	GST %
15 December 2020	Ongoing Advice Service Fee	\$334.35	10
TOTAL OF ADJUSTMENT:			\$334.35
Adjustment to GST Payable:			\$33.44
<b>TOTAL ADJUSTMENT AMOUNT</b> (The total adjustment amount includes GST)			<b>\$367.79</b>

The adjustment notice above relates to the refund of the Ongoing Advice Service fee you have paid during 2009.

5591.13 Deposited into Ac 72551  
on 7-12-20

