

VIML Claims and Breaches

Date the conduct was first identified	Date reported to the regulator	Method of identification	Summary of the conduct	Overcharging	Negligence / Breach of Duty	False and Misleading/ Misleading and Deceptive Conduct	Licensing administration	Administration error	Privacy	No evidence of loss	Name of Regulator or body investigating conduct	Details of any legal proceedings commenced	Status of legal proceeding	Any regulatory action is continuing	Complaint status	Compensation amount or refund
13/01/2016	Not reported	Scheme administrator	97 client accounts have been slightly over charged. The period of the overcharging occurred from July 2015 to November 2015. Refund paid	1	0	0	0	0	0	0	Not reported	N/A	N/A	None	N/A	\$ 41,073.13
1/02/2016	Not reported	Scheme administrator	Technical breach of paragraph 6(c) 14 of ASIC Class Order 13/762 (Section 1013DAB of the Corporations Act 2001) that the Responsible Entity did not obtain an independent audit of investor statements as required by the class order.	0	0	0	1	0	0	0	Not reported	N/A	N/A	None	N/A	N/A
22/09/2016	Not reported	ASIC notice	Failure to lodge Form 5111 (requirement to lodge the compliance plan audit report) for the FY 2014/15.	0	0	0	1	0	0	0	ASIC	N/A	N/A	None	N/A	N/A
27/03/2017	Not reported	Internal review	Overcharging of administration fees relating to 133 client accounts (\$6,425 aggregate total across all accounts) within the scheme identified by internal review. Refund paid	1	0	0	0	0	0	0	Not reported	N/A	N/A	None	N/A	\$ 6,425.00
24/01/2013	Not reported	FOS complaint	Investor alleged that she did not make a withdrawal from her account and disputed why she would be sent a cheque by the fund manager. Also alleged that she had not received a satisfactory explanation from the fund manager.	0	0	0	0	0	0	1	FOS	N/A	N/A	None	Closed	N/A
4/11/2017	Not reported	Notified by financial adviser	Privacy breach where an adviser was able to view some contact details of clients other than his own. Self reported by adviser.	0	0	0	0	0	1	0	Not reported	N/A	N/A	None	N/A	N/A
16/03/2017	Not reported	Scheme Administrator	Duplication of pension payment on a Super account which caused client to exceed the maximum payment for year. Refund paid	0	0	0	0	1	0	0	Not reported	N/A	N/A	None	N/A	\$ 65.76
18/09/2015	Not reported	Scheme Administrator	Administrator had sent incorrect managed fund orders to an investment manager. Refund paid	0	0	0	0	1	0	0	Not reported	N/A	N/A	None	N/A	\$ 7.62
27/05/2016	Not reported	Scheme Administrator after financial adviser notified them	Administration error - Overcharge of adviser fee. Refund paid.	0	0	0	0	1	0	0	Not reported	N/A	N/A	None	N/A	\$ 603.07
6/12/2016	Not reported	Scheme Administrator	Administration error - Overcharge of adviser fee. Refund paid.	0	0	0	0	1	0	0	Not reported	N/A	N/A	None	N/A	\$ 1,109.00
18/08/2017	Not reported	Complaint by adviser	Delay in the processing of an application. Settled.	0	0	0	0	1	0	0	Not reported	N/A	N/A	None	Settled	\$ 3,334.39
29/08/2017	Not reported	Complaint by adviser	Delay in processing change of bank detail request.	0	0	0	0	1	0	1	Not reported	N/A	N/A	None	Closed	N/A
5/02/2016	Not reported	Complaint by account holder / client	Delay in processing client's additional contribution to Super	0	0	0	0	1	0	1	Not reported	N/A	N/A	None	Closed	N/A
24/10/2016	Not reported	Complaint	Negligence, breach of contract, misleading and deceptive conduct arising out of a failure to redeem units in a fund on the relevant date	0	1	0	0	0	0	0	Not reported		Settled by consent	None	Closed	\$ -