

SUBMISSION ON POLICY ISSUES RAISED IN ROUND 5**Submitted By:** Nadia Burgess**Email:** [REDACTED]**Phone Number:** [REDACTED]**Submission for:** Another Person**Name of other person, business or organisation:** Derek Burgess**Do you agree to your submission being published:** Yes**Do you agree to your full name being published:** Yes**Your submission:**

Dear Sir /Madam, Re: Complaint concerning Inappropriate advice given by Financial Advisor of [REDACTED]. I, Nadia Burgess, am submitting this complaint on behalf of my husband Mr Derek Burgess. I have been given his full permission to act on his behalf. On the 21st May 2014, I contacted the [REDACTED] to cancel our life insurance policy as we were not happy with the lack of service from the Financial adviser and the expensive cost of insurance premiums. After much consideration and real upset about the loss of all my husband's superannuation and given his age we decided to make a formal complaint and take the matter up again with [REDACTED] in September 2016. On the 5th September 2016, I called [REDACTED] and spoke to [REDACTED]. I informed [REDACTED] I was calling on behalf of my husband and that my husband (Mr Derek Burgess) wanted to make a formal complaint regarding the loss of his superannuation. I informed Ms [REDACTED] the reason we first met with the [REDACTED] was on advice given and an appointment made by the [REDACTED] for life insurance to cover our mortgage, i.e. The Home Loan Consultant stated should anything happen to either my husband or myself that the mortgage would be covered. We took this advice on board. - In May 2005 my husband completed the application forms to consolidate his [REDACTED] superannuation to the [REDACTED] superannuation fund. He completed an application form to commence the insurance of \$500,000 Death cover and \$100,000 Total and Permanent Disability insurance. - During this time, we sold our existing home and built another house. - In March 2006 the Death cover was increased to \$850,000 at our request. During this visit to make the necessary changes to the existing policy with [REDACTED] he informed us of the Government bonus superannuation if we made an additional \$1,500 personal contribution. [REDACTED] also advised that we should transfer my husband's superannuation from [REDACTED]. This was a large sum of money and would be invested on our behalf. Our understanding was the way the money would be invested by the bank would bring in a larger return than with [REDACTED]. My husband then asked [REDACTED] about the insurance premium. [REDACTED] response was that my husband's employer contributions would be enough to cover the insurance premiums and that the lumpsum transferred would keep growing therefore would not foresee any issue with the premiums. - On the 19/04/2006 - We added \$1,500 as a personal contribution. - On the 11/09/2006 - Derek's employer contributions commenced. - On the 19/02/2007 - Derek's Superannuation rolled over from [REDACTED] fund the sum of \$20,782.78. t [REDACTED]. - The employer's contribution continued to be paid into the [REDACTED]. - Around February/March 2014, we received a call from a [REDACTED] adviser informing us that there were insufficient funds in the Superannuation account. We were extremely taken aback by this call. - I then made several calls to [REDACTED] mobile phone and received no reply. We were left in limbo!! - I eventually got through to the office and found out that [REDACTED] was on an extended leave. - On the 21/05/2014 - I called the [REDACTED] to cancel our insurance as we were not happy with the lack of service from the adviser and the expensive cost of the insurance premiums Our Concerns After raising a formal complaint with the [REDACTED] an investigation was carried out by the [REDACTED] a) The outcome and response of their review - They are sorry to hear that the advice we received from [REDACTED] in 2005 did not meet our expectations however after investigation they have found that the advice provided was appropriate. b) Over time the insurance premiums were more than what we were contributing to superannuation. This resulted in some of the superannuation balance being drawn to pay for the insurance premiums which is why our superannuation balance reduced!!!! We trusted that our monies were safe being invested with a major bank. [REDACTED] called us every year to wish us for our birthdays. One would've thought that if there was a problem with our funds invested, if there was no response to letters sent us, that he would've called us to follow up on the reasons why. Given [REDACTED] position of Financial Advisor we took for granted that what he said or advised was okay. Obviously, we now have learnt that we should not have taken the advice given literally. If we'd known better at the time, we would not have gone down the path of life insurance with [REDACTED]. My husband still feels very upset that he has lost money that he has worked so hard for all the years towards our retirement. He finds this very appalling, disgraceful, shameful and harmful, is the words he used. One major regret we do have is listening to and taking on board advice given by a Financial Advisor from a major bank. As an outcome all we are asking and hope for is that the right thing will be done, and our money refunded. Once again, we

appreciate your time and assistance in trying to get the most amicable outcome. Thanking you. Kind regards Nadia and Derek Burgess