



Portfolio Administration Service Guide and Terms and Conditions

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Contents

Part 1: Portfolio Administration Service Guide

About us3

What is Portfolio Administration Service?.....3

Our Fee Schedule4

Part 2: Terms and Conditions5

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Part 1: Portfolio Administration Service Guide

About us

SuperConcepts is a leading provider of self-managed super and investment portfolio administration, reporting and compliance services. We provide a high level of service for a transparent and competitive fee.

We take the hassle out of administering self managed super funds and investment portfolios so that trustees, investors and their advisers can focus on investing and implementing financial strategies. By combining a wealth of experience with the use of the latest technology, SuperConcepts provides fund and portfolio information online, 24 hours a day, 7 days a week.

You can contact us by telephone, email or by post.

SuperConcepts

Phone: 1300 023 170

Email: enquiries@superconcepts.com.au

Address: PO Box N316, Grosvenor Place NSW 1220

What is Portfolio Administration Service?

Our Portfolio Administration Service (PAS) provides a comprehensive administration function over a wide range of assets for an investment portfolio of an individual or a company, family trust or other entity.

Service features

✓ Mail house	✓ Interest income recording
✓ Scanned documents library	✓ Expense allocation
✓ Daily administration	✓ Corporate action processing
✓ Online access	✓ Investment re-valuations daily
✓ Daily bank account reconciliation	✓ Asset allocation tracking
✓ Investment purchases reconciliation	✓ Specific asset performance
✓ Investment sales	✓ Capital gains maintenance
✓ Dividend processing	✓ Cash flow reporting
✓ Managed fund distributions processing	✓ Annual tax reporting

Operating cash account

Each portfolio requires a working cash account in the name of the entity or portfolio. Upon establishment, we will arrange the opening of a cash account which will be selected from one of the institutions we work with to receive automated electronic transfer of data. The working cash account is reconciled on a daily basis which allows us to monitor and process all transactions in or out of the fund or portfolio.

You will also have the option to have us as an authorised user to facilitate any tax payments, investment purchases, periodic payments and one-off transfers when required.

A wide range of investment options

Our service allows advisers and their clients complete freedom when investing. There are no investment restrictions or preferred list of investments or stock brokers when using our service. Investments are held in the name of the investing entity, there is generally no third party custodian involved.

Our service caters for the following wide range of investments but not limited to:

- Cash and fixed interest
- Direct shares, including Australian and International shares
- Managed funds, including retail, wholesale and Wraps
- Managed accounts
- Property, including direct property
- Gearing
- Options and CFDs
- Alternative investments including hedge, infrastructure, collectibles and cryptocurrencies

Our Fee Schedule

The Fee Schedule outlines the cost which we will charge for the administration services we supply to you. All fees in this schedule are in Australian dollars and are inclusive of GST.

Price categories are determined by the value of the fund as at month end and may vary from month to month if the fund value enters a different bracket.

Fund or portfolio value	Fee (per month)
\$0 - \$150,000	\$125
\$150,001 - \$250,000	\$140
\$250,001 - \$500,000	\$170
\$500,001 - \$750,000	\$190
\$750,001 - \$3,000,000	\$245
More than \$3,000,000	\$325

Where a portfolio transitions to the service and it is necessary to recapture transactions from prior years, the fee from the start of the relevant financial year to the date all records are up to date will apply.

Part 2: Terms and Conditions

SMSF Administration Solutions Pty Ltd ABN 76 097 695 988 AFSL 291195 trading as SuperConcepts is responsible for the services as set out in this document.

In this document:

- “you” and “your” means Individuals, Companies or Trustee(s) using the of Portfolio Administration Service (PAS)
- “us”, “we”, or “our” means SMSF Administration Solutions Pty Ltd trading as SuperConcepts

1. Our services and obligations

We offer an administration service which includes annual preparation of accounts and tax reports. On your instruction, we may also provide relevant additional services to you.

We do not provide any investment or personal advice. We may provide factual information and general advice that does not take into consideration your personal situation or needs. You need to decide what is right for you after considering your goals and personal circumstances.

We will provide you with access to our online interface, the Dashboard, to allow you to access your investment portfolio information.

2. Your obligations

By using the SuperConcepts Portfolio Administration Service, you agree to the following.

2.1. Your acknowledgements

You acknowledge that:

- a) You have either received professional advice in relation to this agreement and its tax implications or you have had the opportunity to obtain such advice and have decided not to, and that the services are appropriate for your circumstances.
- b) We are not responsible for reviewing or advising you on your investments.
- c) Other than the administration services we provide we are not responsible for the delivery or performance of any of the products or services that you may use or engage or that are arranged by us on your behalf including any financial products and services. We disclaim any warranties concerning the accuracy or content of any information, products or services provided to us by a third party.
- d) We engage entities such as other businesses, service providers, consultants and other organisations (located in Australia and overseas) to assist us to deliver our services to you. Most, but not all, of these entities are related to us. By accepting our services (or the services of a tax agent that is related to us) you are consenting to disclosure of information about you and your affairs to these entities. Where we disclose information about you or your affairs we do so in accordance with our [Privacy Policy](#).

2.2. Your undertakings

You undertake that, by engaging us, and by using our services:

- a) You will respond, in a timely manner, to any tasks or requests we send you in order for us to provide our services to you.
- b) You will pay the fees and charges as set out in this document.
- c) You will maintain sufficient funds in your operating cash account to allow us to deduct any fees owed.

2.3 Third Party Authorities

- a) For the purpose of administering your investment portfolio, you authorise, on an ongoing basis until you provide written notice stating otherwise, that all relevant information pertaining to your investments, insurances, bank accounts, or any other personal and financial information from third party providers, be released to us and/or our nominated service providers from time to time in such form and at such times (including via datafeed) as is requested by us, or our related bodies corporate, successors or assigns or by the third party providers. We may provide data in relation to products and services held by your investment portfolio to third party providers to facilitate the provision of the services.
- b) Your authorisation includes SuperConcepts executing any relevant documentation on your behalf to obtain the Information, where we deem necessary.
- c) In doing so, you acknowledge that the nominated service provider is released from any liability for actions taken by SuperConcepts, can terminate any data provision at their notice, may receive commission for the provision of data, and that we are not liable to you or to any person for any loss or damage caused by an act or omission of that third party provider.

2.4 Communication and your instructions

- a) We will not act on instructions if they are unclear, incomplete or otherwise not in accordance with the terms of this agreement. We will advise you if we will not act on any such instruction.
- b) We may provide documents to you electronically through a third party.
- c) You agree to provide us on request with any reasonable documents, information or instructions we reasonably require to enable us to perform our obligations and in order to provide the services as detailed in this document, or as required by law, and you will ensure that the information provided is accurate.
- d) You agree to notify us as soon as practicable where any information you previously supplied to us has changed, or is incorrect.

3. Fees and charges

- a) All current fees can be found in the [Fee Schedule](#). Our fees can change from time to time, generally with 30 days' prior written notice.
- b) Fees will generally be deducted on a monthly basis from the nominated bank account.
- c) We will deduct our fees from your nominated bank account via direct debit and you agree to execute all documentation required to authorise and enable us to do so.
- d) You will need to ensure your cash account holds sufficient funds to cover any fees. If your operating cash account has insufficient funds and your fees are unpaid for one or more months, we reserve the right to recover the fees from you in your personal capacity.
- e) We reserve the right to recharge you for any dishonour fees that we incur if insufficient funds are available causing our attempt to debit your account to fail.
- f) The fees payable under this agreement are in Australian dollars and are inclusive of GST. If the GST payable on those fees increases (for example, as a result of an increase in the GST rate) our fees will correspondingly increase, without further notice, to take account of the increased GST payable.
- g) Where government charges and taxes apply, these are payable by you.

4. Amendments and termination

- a) We can amend these Terms and Conditions immediately by notifying you of any changes. However, if we consider any amendment to be material, we will give you 30 days' prior written notice.
- b) Either party may terminate this agreement by giving the other party 30 days' written notice.
- c) Where we have given you 30 days' prior written notice of a change to this agreement, you may elect to terminate this agreement by giving us 14 days' written notice.
- d) Following termination:
 - we will not conduct any further work on your investment portfolio unless we are directed by you
 - we will provide you with a summary of the fees you will incur before any further work takes place, and
 - we will prepare and promptly deliver stored data, files and related material regarding your administration to you.
- e) We can transfer our rights and obligations under this agreement to any of our related bodies corporate by notice to you.

5. Indemnities, liabilities and Force Majeure

- a) We are not liable to you for any losses (direct or indirect) relating to your investment portfolio and the use of the services except to the extent that the liability directly results from the fraud, default, dishonesty or negligence of us.
- b) Our total liability for the services we provide to you is limited to the fees we charged you within the last 12 months.
- c) If we fail to meet our obligations due to events beyond our control including fire, flood, earthquake, elements of nature or acts of God, acts of war, terrorism, riots, civil disorders, strikes, power cuts, lockouts or labour difficulties we will be excused. We will notify you in writing outlining the estimated time impact as soon as the failure or delay is anticipated and make reasonable efforts to recommence our obligations without any delay.

6. Dashboard access conditions

The following conditions apply:

- a) You can access information with a Login ID and password to your Dashboard. You are responsible for keeping these confidential.
- b) We will give access to your information to anyone who uses your Login ID and password or who complies with any other security procedure that we may use.
- c) Any action by that person will be taken to be by you and will be binding on you.
- d) You must tell us immediately if you suspect that any unauthorised person has access to your Login ID or password.
- e) We can only accept responsibility for the reliability of data and information that is within our control.
- f) We are not responsible for transmissions of any computer virus or other unwanted programs or information from or associated with your Dashboard use.
- g) We are not responsible for the accuracy or content of information or material that we provide, which you then change and give to a third party or give this information in a different form from what was in the Dashboard.
- h) We may suspend or cancel your access but will give you notice beforehand if possible.
- i) You acknowledge that anything associated with or available through the Dashboard belongs to us or other third parties and is protected by intellectual property rights.
- j) You release, discharge and indemnify us from and against all liabilities and costs (including legal costs) incurred by you as a result (direct or indirect) of your use of (or inability to use) the Dashboard.

7. Privacy

It is important you can trust us with your Personal Information, as defined in the Privacy Act 1988 (Cth). We will collect, use and disclose personal information in accordance with our [Privacy Policy](#).

We are committed to protecting your privacy. When we request Personal Information, we will normally explain why we need it, how it will be used and who we share it with.

To understand our customers' administration needs effectively, we need to collect certain personal information. We may collect personal information directly from you, your employer, your financial adviser or anyone authorised by you or acting on your behalf.

Where our disclosure documents ask for personal information, we will normally state the purposes for which it is being collected and to whom it may be disclosed. We collect, hold, use and disclose customers' personal information so we can establish, manage, administer the products and services provided by us, and comply with legal and regulatory obligations. It's your choice whether to provide your personal information. However, if you don't, we might be unable to fulfil your request for a specific product or service or be unable to identify you to protect you against fraud.

For further information on how we handle your personal information please read our Privacy Policy at www.superconcepts.com.au/privacy, refer to the relevant disclosure document or [contact us](#).

8. Feedback and complaints

We are committed to providing a quality service to our clients. However, in the event you make a complaint we will acknowledge its receipt, assign it to an appropriate person for investigation and resolution and respond to you as quickly as we can. We will keep you informed of our progress towards resolution.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority

Website www.afca.org.au
Email info@afca.org.au
Telephone 1800 931 678 (free call)
In writing to GPO Box 3, Melbourne VIC 3001

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Fees and charges are current as at 1 November 2018 and are subject to change.

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