



**Sandhurst**Trustees

# Financial Services Guide

for Traditional Trustee Company Services  
1 January 2012

Sandhurst Trustees Limited is a subsidiary  
of Bendigo and Adelaide Bank Limited  
ABN 11 068 049 178 AFSL 237879

[www.sandhursttrustees.com.au](http://www.sandhursttrustees.com.au)

Sandhurst Trustees Limited,  
18 View Street, Bendigo VIC 3550  
ABN 16 004 030 737 AFSL 237906.

Throughout this Financial Services Guide (“FSG”),  
Sandhurst Trustees Limited is referred to as “Sandhurst  
Trustees”, “we”, “us” and “our” and any such variations.

## About this Financial Services Guide

This FSG has been designed to assist you in deciding whether to use the traditional trustee company services we offer. It provides you with important information on:

- the traditional trustee company services we offer;
- remuneration or other benefits that may be received by us and related persons in connection with the financial services provided;
- any interests, associations or relationships that may influence the service we provide; and
- our internal and external complaint resolution procedures and how you can access them.

If you are interested in our other products and services you can contact us via:

- Our Head Office  
18 View Street, Bendigo VIC 3550  
Telephone 1800 803 173  
Facsimile 1300 850 194
- Our website  
[www.sandhursttrustees.com.au](http://www.sandhursttrustees.com.au)

A separate Financial Services Guide has been prepared for Sandhurst Trustee's other products and services and is available at [www.sandhursttrustees.com.au](http://www.sandhursttrustees.com.au)

## About Sandhurst Trustees

Since 1888, Sandhurst Trustees has provided Australian families and individuals with sound financial and agency services, specifically as a trustee, executor and administrator of Wills and estates. Over the years our range of services has grown to include corporate and personal trust management and registry, custody and investment management services for pooled investments.

Sandhurst Trustees is a subsidiary of Bendigo and Adelaide Bank Limited, ABN 11 068 049 178 AFSL 237879 and a member of the Bendigo and Adelaide Bank Group of companies. It is a related company of each of the following financial product issuers:

- Bendigo and Adelaide Bank Limited;
- Rural Bank Limited;
- Victorian Securities Corporation Limited; and
- Adelaide Managed Funds Limited.

## Instructing us

You can give us instructions by using the contact details set out above.

## Our traditional trustee company services

Sandhurst Trustees is a licensed trustee company and is authorised to provide traditional trustee company services. These services include:

- Performing estate management functions where Sandhurst Trustees will act as your executor or administrator;
- Administration of deceased estates (including advising executors, resolving estate disputes, deeds of family arrangement, deeds of surrender of life interests, deeds of appointment and retirement of trustees, deeds of release and indemnity);
- Administration of ongoing and perpetual trusts (life interests, charitable trusts) where Sandhurst Trustees will act as either the sole trustee or co-trustee of a trust;

- Preparing a Will, a trust instrument, a power of attorney or an agency agreement:
  - Wills and complex estate planning;
  - Preparation of powers of attorney;
  - Preparation of trust instruments (deeds of amendment, deeds of appointment and retirement of trustees, deeds of appointment of capital, deeds creating and amending scholarships);
- Applying for probate of a Will, or applying for a grant of letters of administration:
  - Obtaining grants of representation (probate, administration);
- Acting as attorney to manage some or all of your financial affairs:
  - Acting as attorney or agent for clients.

## Fees and charges

Sandhurst Trustees may charge you fees for services provided to you. All charges include GST (unless specified) but do not include disbursements.

### **Wills and Powers of Attorney**

- For standard Wills, \$275 for a single Will, \$412.50 for Wills for a couple.\*
- Non standard Wills (including those involving a discretionary testamentary trust) are charged at an hourly rate of \$275.

Where (with the permission of the client) an external solicitor is engaged, that solicitor will invoice the client directly using the solicitor's scale of fees.

- For Powers of Attorney, \$165 for a single power of attorney (financial or medical), \$275 for powers of attorney (financial or medical) for a couple.\*

\* In most cases taking instructions, preparing and executing the documents takes up to 2 hours for a single Will and up to 3 hours for a couple, where all meetings occur in our office. If we anticipate that it will take longer than this we will provide you with an estimate of the cost before we provide the service. Where a meeting occurs away from our office, travel time will be charged at an hourly rate of \$275.

## Estate & Trust Administration

(applicable if Sandhurst Trustees Limited is appointed as an executor, administrator and/or trustee)

		Litigation scale*
• Capital commission		
– Where the gross value of the estate does not exceed \$500,000	5.50%	5.50%
– On the next \$500,000	4.40%	5.50%
– On the next \$500,000	3.30%	3.30%
– On any amount in excess of \$1,500,000	1.65%	1.65%
• Income commission	6.60%	6.60%
• Annual administration fee on Perpetual Trusts on gross value (in lieu of income commission)		1.056% p.a.
• Sundry Common Fund annual common fund administration fee on the gross value of the trust's assets in the fund		1.100% p.a.
• Sandhurst Trustees, in the proper performance of its duties, may recover, charge and deduct from the Sundry Common Fund all charges, fees and costs, duties, taxes or other similar expenses actually and properly incurred by it in administering the Sundry Common Fund. These costs and fees are referred to as disbursements		
• Testamentary (continuing discretionary) Trusts including inter vivos Trusts (being discretionary trusts established during the settlor's lifetime) – subject to negotiation and agreement in the Will or trust instrument, however generally Sandhurst Trustees reserves the right to charge the greater of income commission (6.6%) or 1.1% of the gross assets of the trust per annum		

\* The litigation scale applies where any dispute arises with respect to the estate by which the executor or trustee becomes a party to legal proceedings in any forum

## **Power of Attorney or Agency Agreement Administration**

- Establishment Fee (once only) \$1,375.00
  
- Annual administration Fee
  - Where the gross value of the donor's assets does not exceed \$200,000 1.925%
  - On the next \$300,000 to \$500,000 1.375%
  - On any amount in excess of \$500,000 0.990%
  - Minimum Annual Fee (50% is charged at the commencement of the service, and then 50% is charged every 6 months thereafter) \$2,750.00

## **Other traditional trustee company services undertaken by Sandhurst Trustees**

For all other tasks undertaken by Sandhurst Trustees that are not covered by the above scales of fees, including the preparation of deeds or the establishment and administration of trusts, an hourly fee of \$275 will apply.

## **Other fees and charges**

Sandhurst Trustees may also charge you fees which are required to be paid to third parties in connection with the traditional trustee service it provides to you. For example, these fees may include (amongst others) agent fees, court fees, Land Registry fees, lodging fees, or accountancy fees. These fees are set by the relevant third party and may change over time.

**Note:** The Fees & Charges above are the maximum rates and may be varied at our discretion.

## Remuneration which we or our related companies or associates may receive as issuers of products and/or providers of services

### **Remuneration received by Sandhurst Trustees and others for products issued by Sandhurst Trustees**

Sandhurst Trustees is the product issuer of a number of managed investment schemes and superannuation products. Sandhurst Trustees may receive remuneration in respect of those products. A description of the means by which the remuneration is to be calculated or provided will be disclosed in the relevant Product Disclosure Statement (PDS).

You may receive advice in relation to the products we offer from financial planners that do not work for Sandhurst Trustees. These financial planners may include representatives of Bendigo Financial Planning Limited which is a related company of Sandhurst Trustees. These financial planners and the licensee for whom they work (if any) may receive remuneration from us in the form of a commission paid from the fees we collect. Alternatively, we may make payments on your behalf from your contributions or account balance to your financial planner as agreed between you and your financial planner. Your financial planner is required to set out the remuneration (including commission) and other benefits they receive in the Statement of Advice which they must give to you. Some of these financial planners may be representatives of other licensees in the Bendigo and Adelaide Bank Group.

In addition, Bendigo and Adelaide Bank Limited or Bendigo Financial Planning Limited (including any of their authorised representatives) may receive remuneration from us in relation to dealing in our managed funds and superannuation products.

Remuneration may be a dollar amount or may be calculated as a percentage of the value of your investment and is payable after you have been issued with the product under an arrangement with Sandhurst Trustees.

You may request from us particulars of any remuneration or other benefit that any of these entities receive that is attributable to the authorised services.

We do not pay commission or provide other benefits to third parties for referring customers to us.

There have been a number of proposed legislative reforms relating to the banning of the payment of upfront and trailing volume based remuneration (including commissions) to financial planners. If as a result of these reforms, certain fees are no longer payable to financial planners, then the fees will not be paid to those parties.

### **Remuneration received by other Bendigo and Adelaide Bank Group companies for products issued by them**

If you acquire a product issued by a company in the Bendigo and Adelaide Bank Group of companies, the relevant company may receive product fees in relation to that product, including commission, referral fees, entry fees, management fees, exit fees and any other fees specified in the PDS or other disclosure document for that particular product. These product fees may ultimately benefit other Bendigo and Adelaide Bank Group members or associates.

### **How our staff are paid**

Our staff are paid salaries, not commissions.

Our staff may be eligible for an annual bonus payment that is based on a number of factors. These include performance against growth projections, personal development and customer service standards. Our staff may also receive non-monetary benefits from product providers, such as tickets to events or corporate promotional merchandise.

## What should I do if I have a complaint?

Our aim is to provide you with an excellent service that meets your needs. If you have a complaint about the service we provide, you may contact us on 1800 803 173 to speak to a member of our staff directly, or write to Sandhurst Trustees Limited, PO Box 480, Bendigo Vic 3552.

We do not anticipate a situation where we cannot resolve a concern or complaint to your satisfaction. However, should this happen, you have the option of referring the matter to the Financial Ombudsman Service (“FOS”). The contact details for FOS are as follows:

- FOS  
GPO Box 3  
Melbourne, VIC 3001  
Telephone 1300 780 808  
Facsimile 03 9613 6399  
Internet: [www.fos.org.au](http://www.fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)

For further information on complaint resolution you may also refer to the “Talk to us we’re listening” resolving complaints brochure, which is available via our website [www.sandhursttrustees.com.au](http://www.sandhursttrustees.com.au) or by contacting us on 1800 803 173.

## Your right to privacy

We are committed to ensuring your privacy is protected and understand your concerns regarding the confidentiality and security of personal information you provide to us.

We collect and use your personal information in order to provide you with financial products and services. To do that, we may disclose your personal information to other organisations within the Bendigo and Adelaide Bank Group, including alliances and joint venture partners.

Our Privacy Policy is available upon request or on our website at [www.sandhursttrustees.com.au](http://www.sandhursttrustees.com.au)

## Compensation and insurance arrangements

Sandhurst Trustees has Professional Indemnity insurance in place as a subsidiary of Bendigo and Adelaide Bank Limited.

The insurance covers loss or damage suffered by retail clients due to breaches of obligations by Sandhurst Trustees or its representatives in respect of the provision of traditional trustee company services. These compensation arrangements are in accordance with and satisfy the requirements for compensation arrangements under section 912B of the Corporations Act 2001 (Cwth).

mindful  
faithful  
lasting

Proudly part of



**Bendigo** and  
**Adelaide**Bank

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