



Submission to Economics Standing Committee.
re. Wealth Management Companies with
particular reference to Dixon Advisory
Section (j) of Terms ~~and~~ of Reference.
ie. any other related matters.

My wife and fellow trustee of our self managed superfund
were clients of Dixon Advisory and invested in URF from
7/6/11 till 24/3/14. At the end, we lost \$87,639.84.
The DASS Deed of Administration provided for PwC
to have three administrators namely Stephen Longley,
Craig Crasbie and Rebecca Gill. Included in their tasks
was in relation to the distribution of a first and final dividend
with a submission closing date of 25/10/24.

Our complaint re the DASS administrators is about the
method of providing a claim for the dividend was PwC's
insistence upon creating a portal named Data Kit.

I have monocular vision and neither my wife and I (70yrs
each) have anywhere near the computer skills required to
submit via Data Kit. A twenty page instruction sheet
was provided by PwC, which also stated that "the Data Kit
was PwC's secure digital platform that enables an
efficient and robust method of collecting, validating and
analysing data for specific programs across multiple sites
or entities. It is highly configurable with an intuitive
frontend, supported by underlying work flows...
and ends with Adaptable, simple and efficient" Copy attached

What a huge load of PwC corporate gobbledegook. (Copy attached)
We complained in emails on 5/9/24 and 24/10/24 to no avail
Copies attached

(2)

PwC failed to provide any alternate/s ~~or~~ avenues of making a claim for dividend and insisted that claims not received by 5pm on 25/10/24 "would be excluded from participation and we will proceed to make payment of the first and final dividend without having regard to it"

Accordingly we have been fully denied by PwC's Data Kit requirement, for our claim.

In conclusion, we suggest that:

- ① PwC re-open the claims process.
- ② PwC in doing so provide additional alternative ways of claiming to include the provision of easy to complete proformas which can be 'snail mailed'

Subject: Re: Dixon Advisory & Superannuation Services Pty Ltd (Subject to Deed of Company Arrangement) Creditor Portal | Notice of Intention to declare a dividend to non-priority unsecured creditors

From: AU DASS Queries - MBX <au_dass_queries@pwc.com>

Date: 5/09/2024, 3:56 pm

To: Rob Wallace [REDACTED]

Dear Rob,

We understand that the Creditor Portal would be foreign to many of you.

You may find the linked resources to be of assistance, particularly the tutorial video that steps through the information we require to assess your claim and how to upload everything.

If this is insufficient, please feel free to leave a mobile number so that one of us can call and guide you through the process, this wouldn't take too long.

Written User Guide:

<https://datakit.pwc.com.au/dass/static/0f4e6131c6c66/Creditor%20Portal%20User%20Guide.pdf>

Video Tutorial:

<https://datakit.pwc.com.au/dass/static/9b1d407318c66/Creditor%20Portal%20Tutorial.mp4>

Kind regards,

Dixon Advisory & Superannuation Services Pty Limited (Subject to Deed of Company Arrangement)
PwC

Email: au_dass_queries@pwc.com

From: Rob Wallace [REDACTED]

Sent: Monday, 2 September 2024 12:18 PM

To: AU DASS Queries - MBX <au_dass_queries@pwc.com>

Subject: Re: Dixon Advisory & Superannuation Services Pty Ltd (Subject to Deed of Company Arrangement) Creditor Portal | Notice of Intention to declare a dividend to non-priority unsecured creditors

The whole process you have detailed is incredibly demanding to complete. It seems like it is designed to discourage receiving the dividend. Are we the only clients to feel this way?

RW & CK Superfund Trustees

On 26/08/2024 2:32 pm, Dixon Advisory & Superannuation Services Pty Ltd (Subject to Deed of Company Arrangement) wrote:



Instructions

A summary checklist and step-by-step guide on how to use Data Kit can be found in [here](#).

How do I recover a forgotten password?

On the Data Kit login page, click on the "Forgot password" link and follow the steps provided.

Contacts

For further information in relation to the dividend or your claim, please send a message to the Deed Administrators via the Creditor Portal.

For technical support if you are unable to access the Creditor Portal, please contact the Data Kit project team during Sydney business hours at contact@datakit.pwc.com.

Regards,

Stephen Longley, Craig Crosbie and Rebecca Gill
Deed Administrators

What is Data Kit?

Data Kit is PwC's secure digital platform that enables an efficient and robust method of collecting, validating and analysing data for specific programs of work across multiple sites or entities.

It is highly configurable with an intuitive front end, supported by underlying workflows that enable our teams and clients to experience a streamlined digital work program.

Adaptable, simple and efficient.

Subject: complaint from Robeyl Pty Ltd RW &CK Super fund Ac

From: Rob Wallace [REDACTED]

Date: 24/10/2024, 5:00 pm

To: Dixon Advisory & Superannuation Services Pty Ltd "(Subject" to Deed of Company "Arrangement)" <au_dass_queries@pwc.com>

DASS Deed Administrators

We write to express our deep displeasure with your Data Kit Creditor Portal.

We are both 77 yo and I have a monocular vision disability problem with extremely limited computer processing skills. Your 20 page instruction manual is beyond me.

Your various emails describe the Data Kit as "Data Kit is PWCs secure digital platform that enables an efficient and robust method of collecting data etc.....and finishes with adaptable, simple and efficient"

What a lot of corporate gobbledegook speak.

Your Data Kit has disallowed us to claim a dividend for our loss of \$69,778.08 from URF with out you clearly offering an alternative claim access.

Our "natural right" to a DASS dividend has been denied us simply by your requirement of your Data Kit.

We shall be making clear our situation to the Senate Economics Committee DASS Inquiry.

Rob and Cheryl Wallace

Robeyl Pty Ltd RW &CK Super fund Ac

cc. PWC DASS Administrators 2 Riverside Quay Southbank Vic 3006