

Policy: Issuing of Customer Transaction Statements

Purpose

To provide direction on issuing of Trust Account Statements to:

- all customers
- third parties, such as a relative or friend with information about transactions and operation of the trust account/s operated by the NSW Trustee & Guardian.

NSW Trustee & Guardian provides the customer or an appropriate third party, such as a relative or friend, with information about the transactions and operation of the Trust Account/s operated by NSW Trustee & Guardian on behalf of the customer.

Policy statement

As the Statutory Manager appointed by a Court or Tribunal, the Power of Attorney, or the Trustee of a Will or other instrument, NSW Trustee & Guardian seeks to ensure that customers receive financial information to assist them or an appropriate third party, such as a relative or friend to understand their financial situation.

NSW Trustee & Guardian acknowledges that it is a customer's right to receive information regarding the Trust Account/s operated on their behalf.

The release of Transaction Statements to the customer or an appropriate third party, such as a relative or friend is an integral part of NSW Trustee & Guardian's fraud prevention and detection strategy. It provides the customer or an appropriate third party, such as a relative or friend with information to identify and challenge questionable transactions and expenditure.

Scope

Trustee Services Staff

Document information

| | |
|------------------------|---|
| Title: | Issuing of Customer Transaction Statements Policy |
| Owner: | Senior Managers, Trustee Services |
| Approver: | Director, Trustee Services |
| Date of Effect: | 16 July 2019 |