

How to apply

Follow the instructions on this form to apply for a payment from your super.

You generally need to be permanently retired from work and have reached a certain age to access your super savings. If you're struggling financially, you may be able to get some or all of your super to meet immediate needs.

! The fastest way of accessing your super due to financial hardship is to apply online. Not only is it simple and secure, but when applying online we can match your identity document details (e.g. driver's licence number) against secure databases.

Simply log into your account at australiansuper.com/login and complete the online form.

1 Check that you're eligible

Regardless of your age, you can apply for one payment of up to \$10,000 gross in a 12-month period if:

- you have not received a Financial Hardship payment from any superannuation fund within the last 12 months.
- you've received eligible Commonwealth income support payments at the time of the claim and have been on these payments for a continuous period of at least 26 weeks
- you're receiving these payments when you make your application for payment under financial hardship, and
- you're unable to meet reasonable and immediate family living expenses.

If you've reached your preservation age and 39 weeks you can apply for any amount if:

- you've been receiving eligible Commonwealth income support payments for a cumulative period of at least 39 weeks since reaching your preservation age, and
- you're unemployed or employed for less than ten hours a week when you make your application for payment under financial hardship.

You're not eligible to apply for a payment on financial hardship grounds if you're a temporary resident in Australia.

2 What you need to apply

- Your Centrelink Customer Reference Number
- Proof of your identity. There are two ways you can provide your proof of identity:
 - you can choose to have your identity electronically verified, or
 - you can choose to attach certified paper copies of your proof of identity documents to this application. Read page 2 of this form for information about how to do this.

Things you should know

- If you're withdrawing your whole account balance, your account will be closed and any insurance cover you have will end.
- If you want to keep your insurance cover, you'll need to have enough money in your super account to pay for it. Cover can stop for many reasons. Read the 'When cover stops' section in the *Insurance in your super* guide at australiansuper.com/InsuranceGuide to learn more.
- Please ensure you complete the application in full and provide all the necessary documents, properly certified. We can't process your application if it's not complete and you haven't included the necessary documents.
- Once we receive your completed form and proof of identity, it usually takes around five business days to process your request.
- If you're invested in the Property option additional limitations may apply. For more information, please refer to *Property option – additional information* at australiansuper.com/PropertyInfo

! Claiming a tax deduction for personal super contributions

If you're self-employed or you don't work at all, you might be able to claim a tax deduction for any personal contributions you've made to your super. To claim a tax deduction for personal super contributions, you must send us a claim form before you withdraw your super benefit, transfer any part of your account to a retirement income account or close your account. We can't accept your request for a tax deduction after an application for a benefit payment or to open a retirement income account has been processed. To find out more about claiming a tax deduction for personal super contributions, see our *Tax and super* fact sheet at australiansuper.com/factsheets

! Before applying for a payment ...

It's important to consider:

- how it will impact your retirement
- if you'll need to pay more tax
- any impacts it will have on benefits you're receiving i.e. Centrelink, Work Cover etc.

Former UK pension funds transferred into your account

If you've transferred a pension fund from the UK into your AustralianSuper account within the last ten years, we're required to report any payments or transfers to HMRC in the UK. And if the UK Government considers you to be a UK tax resident at the time of payment or at anytime during the preceding ten UK tax years, you may have to pay tax to the UK Government. The UK Government will contact you regarding any tax you have to pay.

For more information on UK tax, contact HM Revenue & Customs directly at hmrc.gov.uk or on 001144 3000 533 148. Please have your UK National Insurance number on hand.

How to certify your documents

Read this section if you choose to attach paper copies of certified documentation for providing proof of your identity.

1 Go to your local police station

Take both the ORIGINAL and a photocopy of your CURRENT driver's licence or passport to your local police station. If you are using your driver's licence, you'll need to photocopy BOTH sides.

All ID must show your current residential address and have the same name and address that we have for your super account.

2 Ask them to certify your ID

To certify your ID, the authorised person needs to compare the photocopy to the ORIGINAL and include the following details on the copy:

- stamp or write 'This is a true and correct copy of the original'
- their qualification (such as Police Officer)
- their name
- their address and phone number, and
- their signature and the date it was signed.

The documents we receive from you must have been certified and dated within the last 6 months. Undated documents will be rejected.



If you can't get to a police station, a number of other people can certify your ID for you. Go to australiansuper.com/IDHelp for more information.

Privacy Collection Statement

Please read this Privacy Collection Statement to see how AustralianSuper uses your personal information.

AustralianSuper Pty Ltd (ABN 94 006 457 987) of GPO Box 1901, Melbourne, Victoria, collects your personal information (PI) to run your super account (including insurance), improve our products and services and keep you informed. If we can't collect your PI we may not be able to perform these services. PI is collected from you but sometimes from third parties like your employer. We will only share your PI where necessary to perform our activities with our administrator (Australian Administration Services Pty Ltd, Link Group), service providers, as required by law or court/tribunal order, or with your permission. Your PI may be accessed overseas by some of our service providers. A list of countries can be found at the URL below. Our Privacy Policy details how to access and change your PI, as well as the privacy complaints process. For complete details go to australiansuper.com/privacy or call us on 1300 300 273.

Apply for a payment (financial hardship)

Complete this form to apply to withdraw money from your super for immediate financial needs.

Please complete in pen using CAPITAL letters and print to mark boxes. Read the Privacy Collection Statement on page 2 of this form to see how AustralianSuper uses your personal information.

STEP 1. PROVIDE YOUR PERSONAL DETAILS

Last name

First name

Date of birth

Male Female

Mr Ms Mrs Miss Dr

Tax File Number (TFN)

Member number

Centrelink Customer Reference Number

Street address

Suburb

State

Postcode

Postal address (if different)

Suburb

State

Postcode

Telephone (business hours)

Telephone (after hours)

Mobile

For how we use your TFN, go to australiansuper.com/RefTFN. Without your Centrelink Customer Reference Number, we can't process your request.

STEP 2. PROVIDE WITHDRAWAL DETAILS

Are you withdrawing your whole account balance? (Please choose one option only)

- Yes – This will close your account and any insurance cover will end. Investment earnings, tax and insurance and management costs will change the final amount paid.

Please check that any final contributions have gone into your account before you complete this form. If we receive any late contributions, we need to open a new account for you.

Do you have Member Direct (MD) investments?

If you're withdrawing your whole account balance you should sell your MD investments and close your MD account before you lodge your request, so we can process your withdrawal as soon as possible. Otherwise, we'll sell your MD investments and close your MD account for you, which will lead to a delay and may incur additional fees. We'll sell your investments at market value on the day of the sale. Refer to the *Terms and Conditions for using the AustralianSuper Member Direct online platform* document and the *Member Direct investment options* guide for more information.

Now complete step 3.

- No – Please answer the two questions below.

1. How much do you want to withdraw (before tax)? \$, , .00

Unless you've reached your preservation age and 39 weeks, the most you can withdraw is \$10,000. Applicable tax will be taken out of the amount approved (up to 22% provided that we have your TFN). For most people, this means the maximum net amount you may receive is \$7,800. If required to keep your account open, your withdrawal will be reduced to keep an account balance of \$1,000.

OFFICE USE ONLY
Member number

STEP 2. PROVIDE WITHDRAWAL DETAILS (Continued)

2. Which investment option/s should be used to fund the payment?

From your AustralianSuper PreMixed and DIY option/s

Write the percentage you want to withdraw from each investment option below. If you leave this blank, your withdrawal will be made equally across all your options.

High Growth	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Balanced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Socially Aware	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Indexed Diversified	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Conservative Balanced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Stable	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Australian Shares	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
International Shares	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Property	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Diversified Fixed Interest	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Cash	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Total adds up to 100%	1	0	0	0	%

Complete this section ONLY if you're invested in the Member Direct option

If you have super invested in AustralianSuper's Member Direct option, do you want to sell these holdings to make this withdrawal?

(Please choose (X) one option only)

Yes – I will sell some or all of my Member Direct holdings.

You need to complete the sell down and transfer the proceeds to your other investment options prior to submitting this form. If you wish to redeem a Term Deposit before its maturity date, early redemption costs may apply. Contact us on **1300 300 273**. Refer to the *Member Direct Terms and Conditions* and *Your Guide to the Member Direct Investment Option* for more information.

No – I don't want to sell my Member Direct holdings

You must maintain a minimum total account balance to continue using Member Direct. If your total super account balance falls below \$10,000, or your pension account balance falls below \$30,000, your Member Direct account may be closed.

STEP 3. PROVIDE PAYMENT DETAILS

To have your money paid straight into your bank account, please provide your account details.

Account name – must be held in your name or jointly in your name

Name of bank/financial institution

Branch

BSB number

Account number

STEP 4. TELL US ABOUT YOUR ELIGIBILITY

You have two options (please choose (X) one only). See the information at the front of this form for full details.

You've received eligible Commonwealth income support payments for a continuous period of at least 26 weeks, are currently receiving these payments, and you can't meet reasonable and immediate living expenses. Now complete steps 5, 6, 7, 8 and 9.

You've reached your preservation age, received eligible Commonwealth income support payments for at least 39 weeks since reaching your preservation age and are currently either unemployed or employed for less than ten hours a week. Now complete steps 6, 7, 8 and 9.

STEP 5. PROVIDE DETAILS OF THE BILLS YOU CAN'T PAY

List debts which relate to you, your spouse or your dependants

	Minimum weekly payment	Amount that is overdue
Home or housing loan repayments (mortgage, rent, urgent repairs)	\$ <input type="text"/> , <input type="text"/> .00	\$ <input type="text"/> , <input type="text"/> .00
Personal loan/s repayments (eg car)	\$ <input type="text"/> , <input type="text"/> .00	\$ <input type="text"/> , <input type="text"/> .00
Credit card repayments	\$ <input type="text"/> , <input type="text"/> .00	\$ <input type="text"/> , <input type="text"/> .00
Other: <input type="text"/>	\$ <input type="text"/> , <input type="text"/> .00	\$ <input type="text"/> , <input type="text"/> .00
Other: <input type="text"/>	\$ <input type="text"/> , <input type="text"/> .00	\$ <input type="text"/> , <input type="text"/> .00
Total debts	\$ <input type="text"/> , <input type="text"/> .00	\$ <input type="text"/> , <input type="text"/> .00

