Apply for a Super Payment Due to Financial Hardship

Super is the money you save for your future when you stop working, so generally you'll need to wait until retirement before you can access it. If you're struggling financially and cannot meet your usual food, rent, or living expenses, you may be able to get some or all of your super paid now to meet your immediate needs, though there are some rules around this.

Please print in black or blue pen, in UPPERCASE. Write ✗ to mark boxes.

SOME IMPORTANT THINGS TO KNOW UPFRONT

Before you decide to use some of your super money: Keep in mind that if you take it out now, you may have less money to spend when you retire.

Proving your identity – REI Super requires original certified copies of your identification before making a payment. See step X for further information.

Keeping your insurance: If you have insurance, you'll need to keep some money in your super account to pay for your insurance premiums. If you withdraw your full balance, you will lose any insurance cover.

Impacts on other payments: Withdrawing your super now could also impact the money you get from places like Centrelink (such as for your child support) or Work Cover, and/or you might also have to pay extra taxes.

If you have any questions or need help, call us on **1300 13 44 33**.

PART 1: CHECK IF YOU'RE ELIGIBLE

Your signature below indicates that you have read, understood and agree to the following statements:

	Category A	Category B
You'll need to meet all the criteria under either Category A OR Category B to be eligible	a. I have been getting money from Centrelink or the Department of Veteran Affairs, for 26 consecutive weeks and I'm still receiving payments **AND** b. I am not able to meet reasonable and immediate family living expenses, such as food or rent **AND** c. I haven't received any other financial hardship payments from any super fund in the past 12 months.	a. I am over 60 years old and have been receiving money from Centrelink or the Department of Veteran Affairs (DVA), for a total of at least 39 weeks **AND** b. I am in paid employment for less than 10 hours a week, or I am unemployed
Tick to indicate which option applies to you. Please tick either A or B	☐ Category A **If you meet all the criteria of either Category A or B:** You're eligible to access your super money to receive a financial hardship payment. **If you don't meet the criteria of either category:** You may still be able to apply on compassionate grounds via the ATO. Go to www.reisuper.com.au or call us on 1300 13 44 33 for help.	☐ Category B

We can't pay a financial hardship benefit if you haven't received eligible government income support payments for the required periods shown above under category A or B. We'll verify this with Centrelink before approving your payment. If you receive income support from the Department of Veterans' Affairs (DVA) you'll need to obtain a letter from the DVA confirming that you've received income support payments for the required period.

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PART 2: HOW MUCH DO YOU WANT TO WITHDRAW?

The amount you can apply for depends on which category you're applying under. You told us your category in Step 1.

Category A: the most you can withdraw is $10,000 (before tax).

Category B: you can withdraw your whole account balance.

How much do you estimate will help with your current financial hardship?

☐ **my full account balance**

This will close your account and any insurance cover will end. The final amount paid may vary due to investment earnings, tax and fees. 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.

OR

☐ **an amount of: $** ______________ **(before tax).**

- If you are under 60, tax may be deducted from the approved payment amount. The applicable tax, which can be up to 22% if your TFN is provided, will be withheld from the approved amount. In most cases, the maximum net payment available is $7,800.
- The amount must be greater than $1,000.
- You need to leave at least $6,000 in your account to keep it open.
- We may adjust the specified amount to meet these requirements.

PART 3: YOUR DETAILS

☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Dr Other ______________

Member number

Given names

Surname

Date of Birth (DD-MM-YYYY)

__ __ – __ __ – __ __ __ __

Residential address

Suburb

State

Postcode

Postal address. If the same as your residential address, mark ✗ in this box. ☐

Suburb

State

Postcode

Mobile phone

Home phone

(__ __)

Email

Tax file number: __ __ __ - __ __ __ - __ __ __

Under the Superannuation Industry (Supervision) Act 1993, you don't have to provide your tax file number, but there may be tax consequences and you may end up paying more tax than you need to. Learn more by reading the PDS, or go to our website at **reisuper.com.au** for more details.

PART 4: CONFIRM YOUR ELIGIBILITY WITH CENTRELINK

Your Centrelink Customer Reference Number (CRN)

If you choose not to give us your CRN you'll need to provide us with an original Centrelink income support payment confirmation letter. The date of the confirmation letter must not be more than 21 days before the date of this financial hardship application.

By providing your CRN and signing the Member Declaration you're authorising us to electronically verify with Centrelink that you received income support payments from them, for the required period. Your CRN will only be used to confirm your eligibility status and we won't disclose it to anyone other than Centrelink.

PART 5: PROVIDE PROOF OF YOUR IDENTIFICATION

We'll need your identification details to help us make sure we're releasing your benefit to you.

I have attached certified paper copies of my documentation

☐ I've provided certified proof of identity with this form. See the enclosed Completing proof of identity fact sheet for more information.

Each page of your certified documents must have been certified within the last 12 months. For instructions on how to get your document correctly certified and who can do this, please go to **reisuper.com.au**

If you cannot provide this documentation, visit **reisuper.com.au** or call **1300 13 44 33**. We may be able to use other documents like Aboriginal and Torres Strait Islander organisation membership cards or referee statements if standard IDs aren't available due to structural barriers or difficult circumstances.

PART 6: PROVIDE YOUR BANK DETAILS

The account listed must be held in your name or jointly held in your name (e.g John Smith or John & Jane Smith). Payments can't be made to third parties or business accounts.

Account name

Name of bank, building society or credit union

BSB Account number

Note: If your claim is approved, your benefits will be paid via Electronic Funds Transfer. Please double check your BSB and account number are correct to ensure the money goes into your account. Incorrectly provided banking details may cause significant delays in the payment of your claim.

PART 7: READ AND SIGN THE MEMBER DECLARATION

The information provided by me in the ***Apply for a Super Payment Due to Financial Hardship form*** is true and correct.

- I am unable to meet my reasonable and immediate family living expenses and I do not have any assets such as investments or investment properties that I can sell to meet immediate financial needs.
- I am an Australian or New Zealand citizen or a permanent resident of Australia and I am not a current or a former temporary resident of Australia.
- I understand that if the fund does not hold my TFN, and I am under age 60, I may have additional tax deducted from my benefit and the taxed component will be taxed at the highest marginal rate plus applicable levies.
- I understand that the payment of my benefit is not guaranteed, and the decision will be made by REI Super after receiving my completed application and relevant supporting documentation and REI Super may request further information or documentation from me to support my application.
- I understand that if I withdraw my whole account balance this will close my REI Super account and any insurance cover will cease. REI Super will no longer have any responsibility for my account.
- I authorise my benefit to be paid by REI Super as instructed on this form. I am aware that I have the right to request more information if required to understand my benefit entitlements in REI Super, including any fees and charges that may apply to the benefit withdrawal.
- I confirm that I have not received a Financial Hardship payment within the last 12 months from any superannuation fund.
- I have read and understood the Privacy Policy which is available at **reisuper.com.au/privacy-policy** and I consent to my personal information being collected and used by REI Super in accordance with this policy.

I authorise:

- REI Super to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details.
- the Australian Government Department of Human Services (DHS) to provide the results of that enquiry to REI Super.

I understand that:

- DHS will use information I have provided to REI Super to confirm my eligibility for early release of superannuation on the grounds of financial hardship based on whether I have been in receipt of a qualifying Centrelink payment for a specified period.
- DHS will disclose to REI Super my personal information including my name, date of birth and payment status.
- this consent, once signed, remains valid while I am a member of REI Super unless I withdraw it by contacting REI Super.

Signature

✗

Date

/ /

Print full name

READY TO SEND US YOUR FORM?

Once you have completed and signed this form, please post this form and certified proof of identity to:

Post: REI Super, PO Box 832, Newcastle NSW 2300

WE'RE HERE TO HELP

If you need any assistance with filling out this form, or have any questions about super, please feel free to call us on **1300 13 44 33**.