

Claiming early release of your super under permanent incapacity



1 December 2025

Information for REI Super Issued by REI Superannuation Fund Pty Ltd ABN 68 056 044 770

What is Permanent Incapacity

Permanent incapacity is the early release of your superannuation account balance if you have an illness or injury that is likely to stop you from ever working again in any occupation you are qualified to do by education, training, or experience.

Am I eligible to claim?

To assess your claim the Trustee needs to be satisfied that you have suffered 'permanent incapacity' as outlined by superannuation law.

Superannuation Industry Supervision Regulation ("SIS Reg") 1.03C defines 'permanent incapacity' as *"a member of a superannuation fund or an approved deposit fund is taken to be suffering permanent incapacity if a trustee of the fund is reasonably satisfied that the member's ill-health (whether physical or mental) makes it unlikely that the member will engage in gainful employment for which the member is reasonably qualified by education, training or experience."*

Your Claims Manager

At REI Super, we know that making a superannuation claim can be stressful, that's why we have a dedicated claims manager to provide the assistance and support you need to navigate through the claims process.

How long does the claim process take?

There are several steps involved in assessing a claim. The length of time depends on the availability of information required from you, your doctors and specialists to assess your claim. We aim to finalise permanent incapacity claims within one month from when all relevant documents are received but will aim to update you each 20 business days from lodgement of your claim, with current status.

Need financial advice?

REI Super offers qualified financial advice limited to your REI Super account at no cost. To make an appointment, call us on **1300 13 44 33**.

How to apply for early release of your super under permanent incapacity (PI)

The steps below outline what's involved in submitting, assessing and processing your PI claim.

1. Contact us!

If you believe you could be eligible to claim a PI benefit, call our helpline on **1300 13 44 33** to commence your claim. We will ask you a few questions to assist in determining the correct benefit you may be entitled to. When you call, please have the following information on hand:

- Your REI Super member number
- Date of the last day you were at work,
- Details of your employer(s) you were employed with at date of ceasing work, and
- The date you were considered totally and permanently disabled by your doctor.

You will be assigned a claims manager who will review the information held and provided by you, to confirm your eligibility to claim. This includes confirming you have cover in place and that your premiums were paid. They will send you some forms to complete. A copy of this Information Sheet and other summary material of the claims process will also be sent to you.

Various timeframes apply to this part of the claims process, including 5 business days for sending forms, taking telephone appointment information and 10 business days for initial eligibility to claim assessment with acknowledgement of that to you.

2. Documents

The following documents will be sent to you for completion:

- Early release of super due to Permanent Incapacity form – to be completed by you;
- General Medical Statement – to be completed by your treating doctors (GPs) at the time you ceased work; and
- General Medical Statement Specialist – to be completed by your treating specialist, should you have one or more.

Copies of relevant medical reports from your GPs (and if applicable) specialist(s) and test results that support your injury or illness should be attached to the completed reports. Any costs associated with completing this form will need to be covered by you.

- Certified proof of identity – For security purposes certified proof of your identity such as your driver's licence or passport is required. A certified copy is simply a photocopy of an original document that has been sighted, signed and stamped



as being a 'certified true copy' by an authorised person. Photocopies of certified documents cannot be accepted. More information on how to certify documents can be found on our website.

3. Assessment

Once we receive the documents, your claim will be assessed by the Trustee against the terms and conditions as to whether your condition (or conditions) meet(s) the definition of permanent incapacity.

4. Decision

The Trustee is responsible for the assessment of your claim. This includes ensuring the decision is fair and reasonable and meets the early release benefit requirements as governed by superannuation law.

If your claim is approved, we will let you know in writing and confirm the benefit amount payable.

If your claim is declined, we'll write to you with the reasons your claim does not satisfy the definition. Should this occur and if you disagree with the decision, you can request a review. You will have the opportunity to provide any further evidence to support your claim. All review requests are treated as formal complaints or objections and will be independently assessed by the Trustee. Unless your matter has complications, the Trustee aims to complete this part of the claims process within 45 days of receipt of your complaint.

Should you not agree with the Trustee's final decision on your complaint, an external dispute resolution process exists in the form of the Australian Financial Complaints Authority. Please refer the Trustee's Inquiries and Complaints Policy at www.reisuper.com.au for contact details to download a copy or call our helpline on **1300 13 44 33** to be sent a copy.

5. Payment

If your claim is approved, the Trustee's administrator will pay the benefit amount in accordance with your payment instructions.

As permanent incapacity is an early release of your superannuation account balance, your benefit is likely to incur tax depending on your age, whether you withdraw the benefit as a lump sum or income stream and how your account may have already been taxed. Payments generally consist of a tax free and a taxable component, of which tax is only payable on the taxable component of your withdrawal.

Refer:

Early access to your super | Australian Taxation Office (ato.gov.au)

Before deciding on payment, you may wish to seek independent financial advice.

Roles and responsibilities

When it comes to applying for a permanent incapacity benefit payment, several parties have a role to play in the claim process.

Party	Responsibilities
You	Complete any documentation sent to you. Provide any information requested by your Claims manager or the Administrator.
Your Claims Manager	The primary liaison and co-ordinator between the Trustee office and the Administrator regarding your claim. Explain the application process to you and guide you through your claim. Respond to any queries you might have. Keep you updated on the progress of your claim.
The Insurer	Review your documentation and see if more information is needed. Assess your eligibility to claim and make the decision on your application.
Us	Oversee the claim process. Review your documentation and see if more information is needed. Assess your eligibility to claim and make the decision on your application.

Need help?

1300 13 44 33 | reisuper.com.au

admin@reisuper.com.au

