

QSuper Financial hardship payment



Part of Australian Retirement Trust

1300 360 750 | qsuper.qld.gov.au
GPO Box 200
Brisbane Qld 4001

Use this form if you're experiencing financial hardship and you're not able to pay your reasonable and immediate living expenses.

Important note: Only Australian or New Zealand citizens or permanent residents of Australia are permitted to claim for early release of super on financial hardship grounds. Please provide us with as much information as possible.

On page 5 of this form you'll find buttons to easily save and print this form. If you have any questions, call us on **1300 360 750** or visit qsuper.qld.gov.au. Where there's a *, it means you must give us that information. If you don't, it'll slow down your application.

Please complete this form in BLOCK letters, in blue or black ink.

Client number

Some important things to know upfront

Check your eligibility: You must meet one of the following criteria to be eligible to use your super for financial hardship reasons. 1. **No matter how old you are**, you've been receiving an eligible income support payment from Centrelink or the Department of Veteran Affairs for 26 continuous weeks, you're not able to meet reasonable and immediate family living expenses and you haven't received any other financial hardship payments from this or any other super fund in the past 12 months. The maximum you can request is \$10,000 gross. 2. **If you're over preservation age**, you've been receiving an eligible income support payment from Centrelink or the Department of Veteran Affairs for at least 39 weeks after reaching your preservation age and you aren't working for 10 hours or more a week.

Ceased work due to sickness or injury? Call us on **1300 360 750** before sending us your application.

Less savings for retirement: Keep in mind that if you take it out now, you may have less money to spend when you finish working.

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, child support payments or WorkCover and you might also have to pay extra taxes.

Claiming a tax deduction: If you added some of your own money to your super this year, you may be able to pay less income tax because of that, but you'll need to send us an Intent to Claim a Tax Deduction form in Member Online, before you withdraw your super benefit.

60 or over: To learn about accessing your super if you're over 60 years old visit qsuper.qld.gov.au/retirement/access-your-super/when-can-you-access-your-super

Requests for more information: To help us assess your request, we may need to get in touch to gather a little more information. Once we have what we need, we'll be able to continue with the assessment.

1 Personal details

First name*

Middle name

Last name*

Date of birth*

Home address* (must not be a PO Box)

Suburb*

State*

Postcode*

Postal address (if different from your home address)

Suburb

State

Postcode

Mobile number

Daytime contact number

Email* Use your personal rather than a work email address, so we can contact you if your work situation changes.

Other/previous names

Note: If you have changed your name, you'll need to provide a certified copy of a linking document.

Tax file number (TFN) details

You don't have to provide your TFN, however if we don't have your TFN, you may pay more tax than you need to. If you have not provided us with your TFN, please update this via Member Online or please send us a Tax File Number Notification form available on our website. To protect your privacy, please do not write your TFN on this form.

2 Check if you're eligible

	Request type 1	Request type 2
You'll need to meet all the criteria of either request type 1 OR request type 2 to be eligible	<p>a. No matter how old you are, if you've been getting an eligible income support payment from Centrelink or the Department of Veteran Affairs for 26 continuous weeks.</p> <p>AND</p> <p>b. you're not able to meet reasonable and immediate family living expenses</p> <p>AND</p> <p>c. you haven't received any other financial hardship payments from this or any other super fund in the past 12 months.</p>	<p>a. You're over preservation age and have been receiving an eligible income support payment from Centrelink or the Department of Veteran Affairs, for a total of at least 39 weeks after reaching your preservation age</p> <p>AND</p> <p>b. you aren't working for 10 hours or more a week.</p>
	<p>Some Centrelink payments are not eligible including:</p> <ul style="list-style-type: none">• Austudy• ABSTUDY• Youth Allowance as a full-time student• Family Tax Benefit (on its own), and• Carer Allowance (on its own). <p>Contact the source of your payments, such as Centrelink, to check if your payments are eligible or visit the Who can access super early page on the Services Australia website.</p>	
Tick to indicate which request type applies to you	Type 1	Type 2
	If you meet all the criteria of either request type 1 or 2, you may be eligible to access your super money to receive a financial hardship payment.	
Your Centrelink Customer Reference Number (CRN)*	<p>Note: If you don't provide your CRN, we'll be unable to proceed with your claim.</p> <p>If you're receiving payments from the Department of Veterans Affairs (DVA) please send us a copy of your letter which confirms you have been receiving eligible income support payments and the period it is for.</p>	

Don't meet the criteria of either category?

You may still be able to apply on compassionate grounds via the ATO. You can find more information at [qsuper.qld.gov.au/super/early-access/compassionate-grounds](https://www.ato.gov.au/super/early-access/compassionate-grounds) or call the ATO on **13 10 20**.

3 How much would you like to withdraw?

	Request type 1	Request type 2
The amount you can withdraw depends on which request type applies to you	You can only withdraw up to \$10,000 (before tax) of your super. The smallest amount you can withdraw is \$1,000 (before tax), but if your money in your super account is less than \$1,000, you can take it all out. Note: Your insurance cover will cease if there is not enough money to pay premiums, or your account does not receive eligible contributions for 13 months and you have not permanently opted in to your cover. You can permanently opt in via Member Online.	There is no limit on how often or how much money you can take out of your super due to financial hardship.
Tick one option, in the request type that applies to you, to indicate how much you'd like to withdraw	<p>Withdraw</p> <p>\$.00</p> <p>(Maximum \$10,000 before tax)</p> <p>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.</p>	<p>Withdraw</p> <p>\$.00</p> <p>OR</p> <p>Retain</p> <p>\$.00</p> <p>and withdraw the rest</p>

If you selected request type 2, go to section 5.

Important

If you have a Defined Benefit account and would like to access these funds due to financial hardship, please call us on **1300 360 750** before you send us your application.

4 Your financial position (For request type 1 only)

This section allows you to show that your reasonable and immediate living expenses are unable to be met from your current income. If you are single, the questions listed below only relate to you. If you have a family, then the questions below relate to your combined income and expenses.

Please indicate below if you are applying as a single or as a family

Single

Family

Remember to include all your current financial details and income from all sources.

Income

Fortnightly income (after tax): Include your Centrelink payments (after-tax), DVA, any other income including paid employment or Social Security benefits you receive. Remember to show these payments as fortnightly, not weekly.

Per fortnight

Living expenses

Fortnightly expenses: Calculate your fortnightly living expenses. Your expenses must be reasonable and due for payment when you apply.

Per fortnight

Net income/expenses

Total income minus Total expenses

Note: Need help? Here are some living expenses to consider:

Rent/board/rates

Minimum credit card and loan repayments (excluding private loans)

Groceries

Vehicle (e.g. petrol/registration/maintenance and services etc.)

Electricity/gas/phone/internet

Insurance (e.g. house/health/car)

School costs (e.g. uniforms, books, stationery, excursions, etc.)

Medical expenses

Public transport (e.g. for you and your family)

Are your total fortnightly expenses more than your total fortnightly income?

Yes

No

If no, then you'll be unable to access your super on the grounds of financial hardship request type 1.

5 Proof of identity

As part of the electronic verification process, we will submit your document details (for example, your driver's licence number) to third party credit reporting agencies (CRAs) and/or the Australian Government's Document Verification Service (DVS) for the purpose of confirming your identity. The DVS checks whether the information you provide matches the original records held by the relevant authorities. A CRA may check your information against the DVS and/or against records in your credit information file.

We will only use the information you provide to verify your identity and not for any other purpose. A CRA does not give us access to your credit related information, such as credit card and loan applications.

More information about the DVS is available on the Australian Government's IDMatch website at www.idmatch.gov.au. More information on how we electronically verify your identity and your rights is available in our Proof of Identity Requirements fact sheet available at qsuper.qld.gov.au/factsheets

If you prefer not to be verified electronically you must tick the box under Option 2. You must then also provide document-based proof of identity per the instructions in our factsheet at qsuper.qld.gov.au/factsheets

Please choose one of the proof of identity options below.

Option 1 - Electronic verification (Preferred)

By selecting this option, I am confirming I am authorised to provide the personal details presented. I confirm I have read and understood the process for verifying my identity and my rights in the Proof of Identity factsheet and consent to my information being verified electronically via submission to the DVS and/or a CRA.

You must provide either driver licence or Australian passport details if you are choosing electronic verification, plus your Medicare card if available.

1 Full name exactly as it appears on my driver licence

Licence number

Card number (as shown on back or front of licence)¹

State of issue

Valid to

¹ Some Australian States and Territories have mandatory driver's licence numbers and driver's licence card numbers. If that's the case for your area, you have to give us both so we can complete our checks.

2 My Australian passport number is

Passport expiry date

Full name including middle name (as shown on your passport)

Place of birth (as shown on your passport)

Country of birth (not shown on your passport)

Family name at birth (not shown on your passport)

3 Full name exactly as it appears on my Medicare card

My Medicare number is

Valid to

Reference number

Select your Medicare card colour

Green

Blue

Yellow

Option 2 - Document-based verification

If you don't consent to us verifying your identity using the DVS or via a CRA, we may verify your identity in other ways but this may take longer. Refer to our Proof of Identity Requirements Factsheet at qsuper.qld.gov.au/factsheets for instructions on how to prove your identity using your identity documents. If you're unable to provide this information, please call us on **1300 360 750**.

6 Payment details: Where would you like the money paid?

Please ensure the Australian bank, building society or credit union account details provided are accurate and written clearly. We may not be able to recover funds paid to an incorrect account where incorrect details are provided below.

We can only deposit amounts into an account held in your name or jointly in your name.

Name on account*

Branch (BSB) number*

Australian bank account number*

Name of financial institution*

We only make payments into an Australian bank, credit union, or building society account in your name or a joint name. This means we cannot make payments into a credit card account or third-party account. We will take care to ensure your money is paid in accordance with the details you have provided. However, we accept no responsibility for any loss which occurs as a result of incorrect account details you provide us.

7 Authorisation and declaration

Sign this application form and return to Australian Retirement Trust:

Declaration for all request types

By signing this request form, I am making the following statements:

- For request type 1, I have not received a financial hardship benefit from Australian Retirement Trust or any other fund in the past 12 months.
- I declare I have fully read this form and the information completed is true and correct.
- Where the full balance of my account is paid from Australian Retirement Trust, I hereby release Australian Retirement Trust from any further liability to me or my executors, administrators or dependants in respect of my participation in the Fund and request and authorise the termination of my membership in the Fund. I understand that by doing this, my insurance cover (if any) will end.
- I approve the deduction of any applicable tax from the benefit paid. I am aware of taxes that may apply.
- I have informed Australian Retirement Trust of any intent to claim a tax deduction for my contributions.
- I am a citizen or permanent resident of Australia or citizen of New Zealand.
- I have considered the effect on insurance cover and the implication to my benefit entitlement prior to applying for the early release of my super due to financial hardship. I do not require further information and authorise the withdrawal to proceed.
- For request type 1, I am unable to meet reasonable and immediate family living expenses and I do not have any assets (apart from my home) which could (reasonably and realistically speaking) be used or sold to cover this gap.

Preservation age and employment declaration (request type 2 only)

- I wish to apply under request type 2.
- I declare that I am at least my preservation age.
- I am unemployed or employed for less than 10 hours per week.

Services Australia customer consent for all request types

Authorisation and Declaration:

I authorise:

- Australian Retirement Trust to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details.
- Services Australia (the agency) to provide the results of that enquiry to Australian Retirement Trust.

I understand that:

- The agency will disclose information to Australian Retirement Trust based on whether I have been in receipt of a qualifying Centrelink payment for a specified period to confirm my eligibility for early release of superannuation on the grounds of financial hardship.
- The agency will disclose to Australian Retirement Trust my personal information including my name, date of birth and payment status.
- This consent, once signed, remains valid while I am a customer of Australian Retirement Trust unless I withdraw it by contacting the Australian Retirement Trust or the agency.
- I can get proof of my circumstances/details from the agency and provide it to Australian Retirement Trust so that my eligibility for early release of superannuation on the grounds of financial hardship can be determined.
- If I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the early release of superannuation on the grounds of financial hardship provided by Australian Retirement Trust.

Member to sign here*



Full name (print in BLOCK letters)*

Date (DD/MM/YYYY)*

Please sign in blue or black pen – We do not accept electronic signatures on this form.

If signing as a power of attorney and you have not previously submitted this, please attach a certified copy of the power of attorney documentation. You must also complete proof of identity requirements for you and the member (read the Proof of identity factsheet for more details).

- ✉ Please return the form to
QSuper
GPO Box 200
Brisbane Qld 4001

Send us your form

Send your completed form and proof of identity (if applicable) to us by:

Post: QSuper
GPO Box 200
Brisbane Qld 4001

Email: qsuper@qsuper.qld.gov.au