

# Cancel a Lifetime Pension

## When to use this form

Complete this form if you want to cancel your Lifetime Pension. Remember, you cannot cancel your Lifetime Pension after the cooling-off period (six months from the date the pension commenced). Do not complete this form if you want to close a Lifetime Pension as a result of a terminal medical condition. Please complete our Claiming a Terminal Medical Condition Benefit form. All our forms are available at [qsuper.qld.gov.au/forms](https://qsuper.qld.gov.au/forms) or call us to request a copy.

- To be eligible to cancel a Lifetime Pension and receive a full refund of your purchase price, you must make sure we receive your completed form before 5pm Queensland time of the day your 14-day cooling-off period expires.
- If we receive your completed form more than 14 days after product commencement, but before your six-month cooling-off period expires, your refund will be adjusted to reflect any negative investment returns, pension payments you have already received, and any legislative limits imposed on commutations.
- Please also note that where a Lifetime Pension was opened with death benefit monies, it can only be refunded as cash to the original eligible recipient of a superannuation death benefit.

For further information, please see the Product Disclosure Statement for Income Account and Lifetime Pension or call us on **1300 360 750**.

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

### 1 Personal details

Client number

You can find your client number on your annual statement or by logging in to Member Online.

Title First name/s

Last name

Previous name<sup>1</sup> (if we know you by another name)

Date of birth (dd/mm/yyyy)

/ /

Home phone number

Mobile phone number

Work phone number

Email address

Postal address

State

Postcode

Residential address

As above

State

Postcode

### 2 Lifetime Pension account you wish to cancel

If you have more than one Lifetime Pension with us, please specify which one you want to cancel.

Lifetime Pension account number

<sup>1</sup> If your name has changed, please send us a certified copy of either a marriage certificate or other legal change of name document.



Part of Australian Retirement Trust

### 3 Payment method for your withdrawal

Your Lifetime Pension will be closed, and you will receive payment for the amount you're entitled to. You can receive your benefit as a lump sum payment into your bank account (**Option 1**). Depending on your circumstances, if you have a QSuper Accumulation account or another Accumulation account with Australian Retirement Trust, you can choose to transfer your benefit into one of these accounts (**Option 2**). You also have the option to rollover your benefit to another super fund (**Option 3**).

Where a Lifetime Pension was opened with death benefit monies, it can only be refunded as a lump sum payment (**Option 1**).

If you choose to transfer your money to a QSuper Accumulation account, or another Accumulation account with Australian Retirement Trust, you can request to make a partial withdrawal before your account is opened.

#### Option 1 – Total lump sum withdrawal

.....  
OR  
.....  
Pay the money into the same bank account I nominated for my Lifetime Pension payments.

Pay the money into the bank account specified in the 'Your bank account details' section of this form.

#### Your bank account details (if required)

If you selected to pay the money into a different bank account, please provide us with your account details.

We can only make payments into an Australian bank, credit union, or building society account that's in your name or a joint name. This means we can't make payments into a business, trust, or loan account.

You should know that if you provide incorrect details, there could be a delay in your payment, a loss of interest or a loss of funds, and we cannot accept responsibility for this.

Bank name

Branch (BSB) number

Account number

Account name (e.g. John & Jane Citizen)

#### Option 2 – Transfer my funds to my current Accumulation account (QSuper, or another Accumulation account with Australian Retirement Trust only)

Make a partial withdrawal before transferring to an existing Accumulation account.

I want to withdraw (net):

\$

I want to transfer to:

.....  
OR  
.....  
The same bank account I nominated for my Lifetime Pension payments.

The bank account specified in the 'Your bank account details' section of this form.

Pay the remaining money into:

.....  
OR  
.....  
My existing QSuper Accumulation account

My existing Australian Retirement Trust Accumulation account:  
Account number

#### Option 3 – Rollover to another super fund

Fund name

Product name

Client/account number

Fund phone number

Fund USI/SPIN

Fund ABN

The fund **Unique Superannuation Identifier (USI)** can be found on the other fund's website and might be called a SPIN. **We may not be able to process your request without this.**

## 4 Proof of identity

You can prove your identity by either:

### Option 1 – Electronic verification (Preferred)

(not available for people currently living overseas)

To prove your identity electronically, please provide us with your driver's licence or passport number.

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](http://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](http://qsuper.qld.gov.au/factsheets)

By checking this box, I confirm 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 fact sheet and consent to my information being verified electronically via submission to the DVS and/or a CRA.

Driver's licence number      State of issue

If using your driver's licence as proof of identity, please also give us your **driver's licence card number**, which is different to your licence number.

Driver's licence card number

OR

Passport number      Previous name

Country of birth

OR

### Option 2 - Document-based verification

If you do not 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 factsheet at [qsuper.qld.gov.au/factsheets](http://qsuper.qld.gov.au/factsheets) for instructions on how to prove your identity using your identity documents.

Please note that we will need to receive and verify your identification within the relevant cooling-off period.

## 5 Attachments to send with this form

**If you want to prove your identity via the document-based method**, please refer to our Proof of identity factsheet at [qsuper.qld.gov.au/factsheets](https://qsuper.qld.gov.au/factsheets) for instructions on how to prove your identity using your identity documents.

**If we know you by another name**, please attach certified copies of your marriage certificate or another legal change of name document.

**If you're signing as a power of attorney and you haven't already given us a certified copy of your power of attorney documentation**, please attach it to this form. You must also complete proof of identity requirements for you and the member (read the Proof of identity factsheet for more details).

## 6 Declaration and authorisation

- I am the person named on this form, or I have a power of attorney to act on the member's behalf.
- The information I have given on this form is true and correct.
- I understand that the amount I receive during the cooling-off period could be subject to the capital access schedule. For more information, see the Product Disclosure Statement for Income Account and Lifetime Pension.
- I understand that once my Lifetime Pension has been closed, I can't reopen it.

Name

Signature (electronic signatures are not permitted)

Date signed (dd/mm/yyyy)

/ /

### Where to send this form

Please send this form to us at:

Post: QSuper  
GPO Box 200  
Brisbane QLD 4001

Email: [qsuper@qsuper.qld.gov.au](mailto:qsuper@qsuper.qld.gov.au)

We will do our best to process your request within three working days of receiving your form and all the required information. This might take us longer during busy periods.

### If you have questions

If you need any help completing this form, please call us on **1300 360 750**.

#### Member Centres

Visit [qsuper.qld.gov.au/membercentres](https://qsuper.qld.gov.au/membercentres) for locations

#### Member Services team

Phone 1300 360 750  
Overseas +61 7 3239 1004  
Monday to Friday 8.00am – 6.00pm (AEST)

Postal address GPO Box 200, Brisbane QLD 4001

Email [qsuper@qsuper.qld.gov.au](mailto:qsuper@qsuper.qld.gov.au)

Fax 1300 242 070

Website [qsuper.qld.gov.au](https://qsuper.qld.gov.au)

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