

# Departing Temporary Resident Claim

## Accessing your super when you leave Australia

If you entered Australia on an eligible temporary resident visa you can claim your Australian super benefits (what is known as your departing Australia superannuation payment), once you have permanently left Australia. This payment is for temporary residents only, so if you are an Australian or New Zealand citizen, or a permanent resident, this payment does not apply to you.

## How to claim your super

There are two ways to claim your super benefit:

- By completing the attached Accumulation Account Departing Temporary Resident Claim form, or
- The quickest way to claim is directly through the Australian Taxation Office (ATO).

## Option 1 – Claim through us

**If your super balance is more than \$5,000**, you will need to complete the Accumulation Account Departing Temporary Resident Claim form and provide us with:

- A written statement from the Department of Home Affairs (DHA) stating you were the holder of an eligible temporary resident visa which has expired or been cancelled, and that you have permanently left Australia
- A copy of your Australian financial institution account statement that shows your full name, address and account details
- Identification requirements that comply with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (see section 3 of the attached claim form).

**If your account balance is less than \$5,000**, you will need to complete the Accumulation Account Departing Temporary Resident Claim form and provide us with:

- A copy of the pages of your passport showing your photo and signature
- A copy of your expired or cancelled eligible visa (or evidence of such a visa)
- A copy of your Australian financial institution account statement that shows your full name, address and account details
- Identification requirements that comply with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (see section 3 of the attached claim form).

## Option 2 – Claiming through the ATO

There are two ways to make a claim through the ATO. You can either submit a claim online through their website at [ato.gov.au](http://ato.gov.au), or complete their Departing Australia Superannuation Payment form.

If you apply online, they will confirm electronically that you are eligible to make a claim through a direct link between the ATO and DHA. There is no further written advice required from DHA. They will forward your application to us with the relevant immigration advice. We will then get in touch with you to ask for your financial institution account details and identification requirements to do an identity check so we can pay your claim. Please visit the ATO website for more information.

## Claim processing times

We will do our best to process your claim within seven business days of receiving your claim form and all the required information.

If you were recently working for the Queensland Government or a default employer, we will process your claim after your pay office confirms your final super contributions and we have received these. Otherwise, you won't need to wait for us to receive any outstanding contribution payments before we process your claim.

## Receiving your payment

We will pay your benefit to the financial institution account that you ask us to. This can be an Australian account only.

## Tax on your claim

There are special rates of tax that apply to this type of payment. If we pay you a lump sum, you will pay no tax on the tax-free component, 35% on the taxed element and 45% for an untaxed element of the taxable component. We will deduct this amount at the time we pay you and send this money to the ATO.

A tax rate of 65% applies to both the taxed and untaxed element if you were on a 417 (working holiday), 462 (work and holiday), or an associated bridging visa. However, the super lump sum payment isn't included in your assessable income.



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Australian Retirement Trust Pty Ltd (ABN 88 010 720 840, AFSL 228975)  
is the trustee of Australian Retirement Trust (ABN 60 905 115 063).

## Making the choice

Deciding whether to take your benefit as cash or leave it with us depends on what's right for your personal circumstances, so it's a good idea to get personal financial advice to help you decide what's best.

If you have not claimed your super within six months of leaving Australia, we will transfer your super to the ATO. They will hold your unclaimed super until you contact them to claim it.

### For more information, contact us

Phone **1300 360 750**

Overseas **+61 7 3239 1004**

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

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

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# Accumulation Account Departing Temporary Resident Claim

## When to use this form

Complete this form if you came to Australia on an eligible temporary resident visa and you have now left Australia permanently, and want to claim your Australian super. Before you do this, make sure you read the relevant product disclosure statement (PDS) and these factsheets on our website:

- Leaving Employment
- Tax Explanation
- Proving Your Identity.

Please read the [Additional information about this form](#) before completing this form.

You can easily submit your claim online through the ATO website at [ato.gov.au](http://ato.gov.au)

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

## 1 Personal details

Client number

Your client number can be found 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

Residential address

State

Postcode

Previous Australian residential address (the last address you confirmed with us before leaving Australia)

State

Postcode

## 2 Payment method

Payment will be in Australian dollars and can be made by Electronic Funds Transfer (EFT) or cheque. If EFT is selected, we can only make payments into an Australian bank, credit union or building society account that's in your name or a joint name. Money cannot be transferred to an overseas account.

### Withdraw your money in cash

If you would like to withdraw your super in cash, we need a copy of your Australian financial institution statement showing full name, address and your account details. We can only process your claim once we have received this. If no bank details are provided, we will send an Australian dollar cheque to your current address.

- Electronic Funds Transfer (EFT) payment to an Australian bank account:

Name of bank or credit union

Branch (BSB) number

Account number

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

**1** If your name has changed and you work for the Queensland Government or default employer, let your payroll office know and they'll then let us know. Otherwise, please send us a certified copy of either a marriage certificate or other legal change of name document.



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### 3 Visa Type

Please indicate if you held one of the following visas:

- 417 Working Holiday Visa
- 462 Work and Holiday Visa
- An associated bridging visa for the above.

A tax rate of 65% applies to both the taxed and untaxed element if you were on a 417, 462, or an associated bridging visa.

### 4 Identification requirements

To help us keep your money safe, and to comply with the Government's Anti-Money Laundering and Counter-Terrorism Financing Act 2006, you need to prove your identity when you make a claim on your super. If you are acting on behalf of a member (such as under a power of attorney), you will both need to provide identification details. Read the Proving Your Identity factsheet on our website to check the information you will need to provide.

We need proof of your immigration status.

- Please ensure all written documents are clear and easily understood.
- You need to complete all these steps before we can pay you.
- Please attach additional documentation (if necessary).

If your account balance is more than \$5,000, you need to provide:

- Written advice of your visa eligibility status from the Department of Home Affairs
- A copy of your financial institution account statement
- Identification requirements described in the Proving Your Identity factsheet
- The pages of your passport showing your Australian arrival and departure stamps.<sup>1</sup>

If your account balance is less than \$5,000, you need to provide:

- The page of your passport showing your photo and signature
- The pages of your passport showing your Australian arrival and departure stamps<sup>1</sup>
- Your expired or cancelled visa
- A copy of your financial institution account statement
- Identification requirements described in the Proving Your Identity factsheet.

### 5 Declaration and authorisation

- I am the person named on this form, or have a power of attorney to act on the member's behalf.
- I request payment through the method I advised on this form and accompanying material.
- I understand if I/the member have a surcharge debt, and I make a claim, the Trustee deducts this money from my super to pay the debt before they process my claim and I want the Trustee to do this.
- I have supplied the necessary documentation to comply with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, as outlined in the Proving Your Identity factsheet.
- The information I have provided on this form is true and correct.

Signature

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

Date signed (dd/mm/yyyy)

#### Additional information about this form

##### Your payment

We do our best to process claims within seven working days from the date we receive your form (and all the required information).

If you recently worked for the Queensland Government, we will process your claim once your pay office confirms your final super contributions and we have received them. Otherwise, you do not have to wait for any outstanding employer contributions to be received before we can process your claim.

If you have not previously provided your Tax File Number (TFN) and wish to supply this, please update via Member Online or by completing the Tax File Number notification form available on our website. To protect your privacy, please do not write your TFN on this form.

Please make sure you give us the correct details, otherwise there could be a delay in your payment or a loss of interest. We cannot accept responsibility if this happens.

<sup>1</sup> If your passport was not stamped when departing Australia you will need to supply written evidence of your visa eligibility status from the Department of Home Affairs. Make sure your documents are clear and easily understood.

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**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  
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**Fax** 1300 241 602  
**Website** [qsuper.qld.gov.au](https://qsuper.qld.gov.au)

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