

# Making a Death claim

We understand that losing a loved one is difficult, so we're here to guide you every step of the way. A death benefit is made up of the deceased member's account balance and any insurance benefit payable, if the deceased member had active death insurance cover.

If you believe you may be eligible to apply for a death benefit, we're here to help.

We aim to finalise your death claim as quickly as possible. The time it takes to assess your claim depends on obtaining all the required information and whether the distribution meets legislative requirements.

We recommend you read our **Frequently Asked Questions** available on our website.

## 1 Notify

Notify us of the death  
 ☎ 1300 033 166  
 ✉ tsclaims@telstrasuper.com.au

### Have the following information:

- ✓ TelstraSuper member number of the deceased
- ✓ The member's date of birth
- ✓ The member's date of death
- ✓ Name & contact details of dependants

## 2 Fulfil

We'll issue you forms to complete and request documentation to be returned.

### Death claims checklist

Please provide the following requirements:

- ✓ A certified copy of the Death Certificate
- ✓ A certified copy of the Will
- ✓ A certified copy of the Birth Certificate
- ✓ A certified copy of the Marriage certificate (if applicable)
- ✓ Completed Dependants Notification form.

## 3 Assess

A TelstraSuper claims representative will assess and manage your claim. If the deceased member was insured we'll submit the claim to our insurer MLC Life Insurance for payment.

## 4 Enquire

The TelstraSuper Trustee has an obligation to contact all potential beneficiaries who may wish to be considered in the distribution of the benefit. All information provided will be considered by the Trustee.

## 5 Outcome

The TelstraSuper Trustee will determine how the benefit is to be distributed in accordance with superannuation legislation and information provided. Before distributing the death benefit, the TelstraSuper Trustee will contact all potential beneficiaries to inform them of its decision. Potential beneficiaries have 28 days to lodge an objection to the TelstraSuper Trustee's decision, which the TelstraSuper Trustee will consider. If the beneficiary(ies) are still not satisfied with the final decision they may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is an independent body set up by the government to assist in the resolution of certain complaints in relation to superannuation.

## 6 Pay

TelstraSuper seeks payment instructions from the beneficiary(ies) and distributes the benefit. You can speak to an adviser from TelstraSuper Financial Planning on **1300 033 166** to discuss your options.

## We're here to help

We appreciate that this may be an emotional time so we're here to help. If you have any queries or need assistance with the claim process please get in touch.

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