Early Release of Super

On grounds of severe financial hardship

TelstraSuper

Complete this form to release your preserved benefit on grounds of severe financial hardship.

RED SECTIONS FOR YOUR INFORMATION

GREY SECTIONS TO FILL OUT

Before you start

- Read the Important Information section at the end of this form to ensure you are eligible to apply for early release of your super due to severe financial hardship and to help you complete your application.
- If you have reached preservation age please contact us as you may not be required to complete this form. See Important Information section for preservation age details.
- The Trustee will need a recent copy of your Centrelink Income Statement to accompany this form.
- Payment of an early release of super on the grounds of severe financial hardship is subject to Trustee approval.
- If you withdraw your full account balance, your account will be closed and any insurance cover you have through this account will cease.
- If you are making a partial withdrawal, you should consider whether your withdrawal will affect your insurance cover including whether it will result in cessation of your insurance. Please contact us for further information.
- If you are signing this form on behalf of another person, you will need to provide identification in the member's name and attach an **Authorised Third Party Representative Identification** form available at **telstrasuper.com.au/forms** and include any certified documents as required.

1. Your details currently held by TelstraSuper

YOUR BASIC INFO

Title ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other

Surname* Member number*

Given name(s)* Date of birth*

Residential address* (PO Box not acceptable)

Suburb* State* Postcode*

Mobile/contact no.* Email*

*** Mandatory fields.**

Note: We'll be unable to process this form if your contact or personal details are different to the details we currently hold for you. To check and/or update your details before you submit this form you can:

- log into your SuperOnline account, or
- call us on **1300 033 166,** or
- complete a **Change of contact details** form to update your contact details or a **Change of member details** form to update your personal details available at **telstrasuper.com.au/forms** and submit it with this form.

Before you act

You may wish to consult an adviser before you make any decisions relating to your financial affairs. To speak with an adviser from TelstraSuper Financial Planning call **1300 033 166.**

YOUR CRN

2. Your CRN and Claim type

You must provide your Centrelink Customer Reference Number (CRN) so we can electronically confirm with Centrelink that you have received eligible income support payments for at least the minimum period required for either claim type.

CRN ☐☐☐–☐☐☐–☐☐☐☐

CLAIM TYPE

Your claim type - you can only select one. See the Important Information section for more information.

☐ **Claim type 1**

Please note, you can only make one withdrawal under this condition of release in any 12-month period. To qualify, you can be under preservation age and must:

- provide your CRN above, and
- provide a recent copy of Centrelink Income Statement, and
- be able to prove that you can't meet reasonable and immediate family living expenses (you must provide evidence of outstanding debts, such as photocopies of unpaid accounts or account statements showing current outstanding balances).

OR

☐ **Claim type 2**

To qualify, you must:

- provide your CRN above, and
- provide a recent copy of Centrelink Income Statement, and
- have reached preservation age plus 39 weeks, and
- not be gainfully employed (i.e. not working 10 hours or more in a week) on a full-time or part-time basis on the date of your application.

3. Your assets and liabilities

ASSETS AND EXPENSES $

Personal weekly expenses

Complete details of weekly expenses in relation to you, your spouse and dependants. Please attach a separate piece of paper if you need additional space. Do not include business expenses in arrears. It is important that you provide copies of relevant documents such as examples of outstanding bills, unpaid rent etc, with this form.

Expense	$ per week
Rent/Board*	$
Home loan repayments*	$
Other mortgage repayments*	$
Personal loan repayments†	$
Credit card repayments†	$
Food	$
Gas	$
Electricity	$
Telephone	$
Car registration	$
Petrol	$
Car insurance	$
Car loan†	$
Clothing	$
Municipal and water rates	$
House and contents insurance	$
Education	$
Health (medical and dental)	$
Life insurance premium	$
Health insurance premium	$
Other expenses (please specify)	$
Total expenses	**$ 0.00**

Personal assets

Asset	Current market value
Car (not principal car)	$
Furniture	$
Bank account(s)†	$
Shares/Debentures†	$
Real estate property (not the family home)†	$
Other assets/investments (please specify)†	$
Total personal assets	**$ 0.00**

Personal liabilities

Liability	Amount
Home loan†	$
Property loan†	$
Car loan†	$
Personal loan†	$
Credit cards†	$
Other liabilities (please specify)†	$
Total personal liabilities	**$ 0.00**

Income details	$ per week
Your net income	$
Your partner's net income	$
Your dependant's net income	$
Any other net income	$
Total net weekly income	**$ 0.00**

† Please provide written evidence.

* Evidence of rental expense (eg rental agreement, mortgage repayment or a recent copy of a bank statement where rental expense is shown) must be provided with this form.

4. What amount do you need?

HOW MUCH?

If you are claiming under **claim type 1** then a maximum of $10,000 gross of your preserved benefit can be released once in a 12 month period.
A minimum of $1,000 (except where your account balance is less than $1,000) must be paid out.

I request $ _____.00

Note: The amount you receive will be less any PAYG tax payable on the benefit payment (applicable for claim type 1).

5. Payment details

Payments can only be made to an Australian bank, credit union or building society account that is in your name or in a joint account.
Payments **cannot** be made to credit cards.

PAY INTO

Name of financial institution _____

Branch name _____

Account name _____

BSB no. _____ Account no. _____

TelstraSuper does not accept responsibility for any delay or loss of interest caused by providing incorrect details on this form. TelstraSuper is discharged from all liability once your benefits are paid into your nominated account in accordance with your instructions.

Note: You must provide a copy of a current bank statement (within the last 6 months) showing your address, the bank account details including the name the bank account is held in and the BSB and account numbers. Online transaction listings are not acceptable. Your statement can be uploaded via your SuperOnline account with your completed form.

☐ I confirm that I have attached/uploaded a copy of my bank statement.

6. Politically Exposed Person

ARE YOU A PEP?

Are you a Politically Exposed Person (PEP)? See the Important Information section for the definition of a PEP.

☐ Yes ☐ No

If yes, please tick which PEP category applies to you:

☐ a) I hold a prominent public position or function in a government body or an international organisation

☐ b) I am an immediate family member of a person referred to in (a) above,
and that person's name is _____ and public position is _____

☐ c) I am a close associate of a person referred to in (a) above,
and that person's name is _____ and public position is _____

7. Proof of identity

PROOF OF ID

Proof of your identity and the identity of any attorney, administrator or guardian who signs this form on your behalf must be supplied **every time** an early release of super request is made. This can be done in one of two ways:

Option 1 – Electronic ID verification

By providing details of any **TWO** of the following identity documents – your Medicare card, pension card, Australian drivers licence, Australian passport – you agree to TelstraSuper using this information to verify your identity electronically using independent data sources.

☐ **By ticking this box:**
a) I confirm that I am authorised to provide these identification documents to TelstraSuper
b) I acknowledge that my personal information will be sent to TelstraSuper's external identity verification provider to verify my identity with the identity records they hold for the purposes of this early release of super request, and consent to that being done.

Important: Make sure the details you provide are accurate. If the personal details you provide in **section 1** do not match the electronic identification details you provide below, we will not be able to use these details to prove your identity. This will delay processing your request as we may require you to provide us with certified proof of identity documents.

PROVIDE TWO ID

Medicare:

Full name (including initials as shown on your Medicare card)

Medicare 10 digit number ☐☐☐☐☐☐☐☐☐☐ Expiry date ☐☐☐☐ (mm/yyyy) Your reference number (the number beside your name) ☐

Pension card:

Card type ☐ Health Care Card ☐ Seniors Health Card ☐ Pensioner Concession Card

Full name (as shown on card)

CRN ☐☐☐–☐☐☐–☐☐☐☐ Expiry date ☐☐☐☐☐☐☐☐ (dd/mm/yyyy)

Australian drivers licence:

Full name (as shown on your licence)

Australian drivers licence number Expiry date ☐☐☐☐ (mm/yyyy) State of issue

Card number
Contact your licence provider if unsure of your card number

Australian passport:

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

Surname (as shown on your passport)

Australian passport number Expiry date ☐☐☐☐ (mm/yyyy)

Place of birth (as shown on your passport)

Option 2 – Certified document ID verification

See the Important Information section to understand the documents we can accept and how to get your proof of identity documents certified. Please note we may use these documents for the purpose of undertaking electronic data verification using independent data sources in the event your proof of identity documents have not been correctly certified.

☐ I have attached a certified copy of **one photographic** proof of identity document

OR

☐ I have attached certified copies of **two non-photographic** proof of identity documents.

8. Your signature and declaration

By signing this form, I:

- acknowledge that I have read and understood the Important Information section of this form
- acknowledge that I have read the Privacy Policy and Privacy Collection Statement and I understand and consent to how TelstraSuper will use my personal information
- declare that I am unable to meet my reasonable and immediate family living expenses, and the amount I am requesting to be released is necessary to meet these expenses
- declare that I do not have any assets (apart from my family home and principal car) which could be used or sold to cover this gap
- understand that, if I have insurance cover, it will cease if I don't have enough funds remaining in my super account to pay for any premiums that I am responsible for
- consent to TelstraSuper verifying my identification via electronic means using independent data sources, or in the event my certified documents (if applicable) have not been correctly certified
- acknowledge that all the information I have provided on this form is true and correct
- understand that, if the details on the form differ from the details that TelstraSuper holds about me, my form will not be processed and TelstraSuper will not be responsible for delays or other consequences due to the details not matching
- understand that, from time to time TelstraSuper may contact me to request additional information and to verify my instructions on this form.

I authorise:

- TelstraSuper to use Centrelink Confirmation eServices to perform a Centrelink superannuation confirmation enquiry of my customer details
- Services Australia to provide the results of that enquiry to TelstraSuper.

I understand that:

- Services Australia will disclose information to TelstraSuper 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 severe financial hardship
- Services Australia will disclose to TelstraSuper my personal information including my name, date of birth and payment status
- this consent, once signed, remains valid while I'm a member of TelstraSuper unless I withdraw it by contacting TelstraSuper or Services Australia
- I can get proof of my circumstances from Services Australia and provide it to TelstraSuper so my eligibility 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 severe financial hardship provided by TelstraSuper.

Each person who signs this form on behalf of the applicant named in this form:

- represents and warrants that they are lawfully appointed as guardian, administrator or attorney (as applicable), and
- declares that they are acting in accordance with the terms of the relevant power of attorney, guardianship order or administration order, including that if more than one person must act under the appointing document, all nominated persons must include their name, signature and date on this form below, and
- declares that their appointment remains valid and current as at the date of this form.

State your capacity (if applicable): ☐ Guardian ☐ Administrator ☐ Attorney

SIGN

Name

Signature X

Date

Please upload completed form via your SuperOnline account or return it to:

Telstra Super Pty Ltd, PO Box 14309, MELBOURNE VIC 8001

Before sending this form to TelstraSuper, please check that you have:

- ☑ read and completed the form in its entirety, including the Important Information section
- ☑ provided a recent copy of your Centrelink Income Statement
- ☑ provided a current bank statement
- ☑ provided copies of relevant documents relating to weekly expenses such as outstanding bills or unpaid rent
- ☑ provided details of two proof of identity documents or certified copies of your proof of identity documents

Important information - Early Release of Super on grounds of severe financial hardship *(page 1 of 2)*

What is my preservation age?

The preservation age applicable to you depends on your date of birth:

Date of Birth	Preservation Age
Before 1 July 1960	55
1 July 1960 – 30 June 1961	56
1 July 1961 – 30 June 1962	57
1 July 1962 – 30 June 1963	58
1 July 1963 – 30 June 1964	59
After 30 June 1964	60

Eligibility for early release of your super

In accordance with government regulations, there are two ways you may be able to access your super early due to severe financial hardship.

Claim type 1

To qualify, you can be under preservation age and must:

- have received an eligible Commonwealth income support payment for a continuous period of 26 weeks and currently be in receipt of the payments, and
- be able to prove that you can't meet reasonable and immediate family living expenses.

How much can you claim?

You can claim a lump sum amount of between $1,000 (or the balance of your benefit if less than $1,000) and $10,000. You can only apply to have your super released once every 12 months.

Claim type 2

To qualify, you must:

- have received an eligible Commonwealth income support payment for a cumulative period of 39 weeks after reaching preservation age, and
- not be gainfully employed (i.e. not working 10 hours or more in a week) on a full-time or part-time basis on the date of your application.

How much can you claim?

There are no maximum restrictions on how much or how often you can access your super.

Definition of a Politically Exposed Person (PEP)

Politically Exposed Person or PEP means an individual:

(a) who holds a prominent public position or function in a government body or an international organisation,[1] including:

- (i) Head of State or head of a country or government; or
- (ii) government minister or equivalent senior politician; or
- (iii) senior government official; or
- (iv) Judge of the High Court of Australia, the Federal Court of Australia or a Supreme Court of a State or Territory, or a Judge of a court of equivalent seniority in a foreign country or international organisation; or
- (v) governor of a central bank or any other position that has comparable influence to the Governor of the Reserve Bank of Australia; or
- (vi) senior foreign representative, ambassador, or high commissioner; or
- (vii) high-ranking member of the armed forces; or
- (viii) Board chair, chief executive, or chief financial officer of, or any other position that has comparable influence in, any State enterprise or international organisation; or

(b) who is an immediate family member of a person referred to in paragraph (a), including:

- (i) a spouse; or
- (ii) a de facto partner; or
- (iii) a child, a child's spouse or de facto partner; or
- (iv) a parent; or

(c) who is a close associate of a person referred to in paragraph (a), which means any individual who is known (having regard to information that is public or readily available) to have:

- (i) joint beneficial ownership[2] of a legal entity or legal arrangement with a person referred to in paragraph (a); or
- (ii) sole beneficial ownership[2] of a legal entity or legal arrangement that is known to exist for the benefit of a person referred to in paragraph (a).

1. International organisation essentially means an organisation established by a formal political agreement by two or more countries which has the status of an international treaty.
2. Beneficial ownership means directly or indirectly owning 25% or more of an entity or exercising operational or financial control over an entity.

Important information - Early Release of Super on grounds of severe financial hardship *(page 2 of 2)*

Proof of Identity Guide

Your application cannot be processed until acceptable proof of identity documents have been provided to us as required by law when submitting an **Early Release of Super on grounds of severe financial hardship** form.

Proof of your identity and the identity of any attorney, administrator or guardian who signs this form on your behalf must be supplied every time an early release of super request is made. This can be done in one of two ways:

1. Electronic ID verification

Supply details of any TWO of the following identity documents: Medicare card, pension card, Australian drivers licence or Australian passport, and you consent for TelstraSuper to verify your identity electronically using independent data sources.

OR

2. Certified proof of identity documents

Supply a certified copy of one acceptable photographic ID document or two non-photographic ID documents.

Acceptable photographic ID (one document required)

Certified copy of one of the following documents:

- current Australian driver's licence or permit that contains your photograph
- current passport
- current Proof of Age card containing your photograph
- national identity card containing your photograph and signature

Acceptable non-photographic ID (two documents required)

- Certified copy of one of the following documents:
- Medicare card
- birth certificate
- a citizenship certificate issued by the Commonwealth or a foreign government
- low income health care card or Commonwealth seniors health card or Pensioner Concession Card

AND

Certified copy of one of the following documents containing your name and current residential address:

- a council rates notice (less than three months old)
- gas, water or electricity bill (less than three months old)
- a notice of assessment from the ATO (less than 12 months old).

For a complete list of people authorised to certify proof of identity documents in Australia and overseas visit **telstrasuper.com.au/proofofid**

Signing a document on behalf of another person

You must complete and attach an **Authorised Third Party Representative Identification** form including a certified copy of the document by which you are authorised to sign on behalf of another person:

- power of attorney document
- guardianship order
- administration order.

For a copy of an **Authorised Third Party Representative Identification** form go to **telstrasuper.com.au/forms**

How to get your proof of identity documents certified

- Photocopy your identity documents (if you're using your driver's licence, photocopy both sides)
- Take the photocopies and the original documents to a person authorised to certify proof of identity documents:
  - If living in Australia: This includes pharmacists, police officers or a Justice of the Peace.
  - If living overseas: This must be a person who is an Australian Consular Officer or a foreign notary public.

A complete list of persons authorised to certify proof of identity documents is available on our website at **telstrasuper.com.au/proofofid**

To certify your documents, the authorised person must:

- sight the original and the copy
- confirm that the documents are identical
- write or stamp on the photocopy:
  - 'I certify that this is a true and correct copy of the original document I have sighted', and
  - their name, qualification, business address, and registration number (if applicable), and
  - their signature and date on all pages of the photocopy.

You must keep the original proof of identity documents and send in the certified copy of your proof of identity documents.

Example



I certify that this is a true and correct copy of the original document I have sighted.

J Sample

Joan Sample
11 Same St, SOMETOWN VIC 3009

Justice of the Peace
Reg no: 26587
1 March 2020

Telstra Super Pty Ltd, ABN 86 007 422 522, AFSL 236709, is the trustee of the Telstra Superannuation Scheme ABN 85 502 108 833 (TelstraSuper).
Telephone 1300 033 166 Website telstrasuper.com.au

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