



Financial hardship benefit payment application

Please use black or blue pen and CAPITAL letters. Use an X in boxes where required.

- Complete all relevant sections of the form.
- Call us on **1300 361 784** if you need help completing this form.

Important information

If any of the following apply to you, please call us on **1300 361 784** to discuss your options before you complete this form:

- you are not a permanent resident of Australia or New Zealand
- you intend to apply for the early release of your super based on compassionate grounds
- part of your benefit is unrestricted non-preserved
- you are invested in the Cbus Self Managed investment option.

Accessing your super due to financial hardship

Superannuation law allows Cbus to release benefits to fund members prior to their retirement in cases of severe financial hardship. To access your super in these circumstances you must meet the eligibility conditions set out in superannuation legislation (see below).

Eligibility for financial hardship

You may be able to withdraw some of your superannuation if you meet the below eligibility conditions:

Claim Type A	you are under preservation age	AND	<ol style="list-style-type: none"> 1. You have been on an eligible Commonwealth Government income support payment for a continuous period of 26 weeks, and 2. You are unable to meet reasonable and immediate family living expenses.
Claim Type B	you are over preservation age	AND	<ol style="list-style-type: none"> 1. You have been on an eligible Commonwealth Government income support payment for a cumulative period of 39 weeks after you have reached your preservation age, and 2. You are not gainfully employed on a full or part-time basis on the date of the application for your benefit.

What is preservation age?

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
1 July 1964 or after	60

How much can be released?

The minimum amount you can be paid is \$1,000, or your full balance if this is less than \$1,000. The maximum amount is \$10,000[†] less any applicable tax.

Under financial hardship, only one withdrawal from your Cbus account can be made in any 12-month period.

You should note that reducing your super account balance may impact any insurance cover you have in Cbus.

[†] The maximum amount does not apply if you meet Claim Type B.

Will you be taxed on your withdrawal?

How much you get taxed will depend on your age and whether you've given us your tax file number.

Tax components

There are two components of your super:

- **Tax-free component** – this amount is not taxed when paid.
- **Taxable component** – this amount may be taxed when paid, depending on your age and the amount you withdraw.

If your super consists of both tax-free and taxable components your benefit payment will be drawn proportionally from both.

Tax file number

Cbus is authorised to request your tax file number (TFN) under the *Superannuation Industry (Supervision) Act 1993 (SIS)*. We are required by law to properly safeguard your TFN. Providing it to Cbus is optional, but if you don't, your benefit may be taxed at the highest marginal rate, and contributions received by Cbus may be subject to an additional tax.

You can give Cbus your TFN at Step 1 of this Financial hardship benefit payment application.

Get advice

Before withdrawing your benefit, we encourage you to seek professional financial advice to help you make the right decision for your needs.

Find out more at www.cbussuper.com.au/getadvice

Proving your identity

Before we pay your benefit you'll need to provide proof of your identity. Proving your identity ensures your benefit is released to you and no one else. To prove your identity, you can either authorise Cbus to use the information you provide on the form or you can supply certified copies of the required identification documents.

For full details on the identification you'll need to provide, read the *Identification requirements* brochure available from www.cbussuper.com.au/forms



How to apply

To apply for the early release of your super on the grounds of financial hardship you need to complete this *Financial Hardship Benefit Payment Application* form.

The form must be accurate and completed in full for us to assess your eligibility. As part of your application you must confirm you're receiving Commonwealth Government income support and complete the statutory declaration.

How to confirm you're receiving government income support

To be eligible to access your super due to financial hardship you need to confirm you're receiving a qualifying Commonwealth Government income support payment for the required period appropriate to your claim type (see **Eligibility for financial hardship** on page 1).

You can provide us with this confirmation in two ways:

- **Provide your Centrelink Customer Reference Number in Step 2** – We'll use Centrelink's Confirmation eService[^] to confirm your eligibility using this number.

OR

- **Attach evidence issued by Centrelink** – We'll confirm your eligibility using a copy of the Centrelink letter required for your claim type in Step 2.

How to complete your statutory declaration

Your statutory declaration must be witnessed, signed and dated. The person who witnesses your statutory declaration must be qualified to be a witness.

You must insert your witness' full name, qualification and address below their signature. Write your statement clearly and legibly, using plain English, as your statement must be readable.

[^] Centrelink's Confirmation eService (CCeS) is an internet based service provided by Centrelink that lets Cbus and our administrators (AAS) electronically verify your eligibility for the release of super on financial hardship grounds using your personal information. The information Centrelink provides can only be used by Cbus and AAS in accordance with our privacy policies – these can be found on the Cbus website at www.cbussuper.com.au/privacy.

Step 1: Personal details – Use BLOCK LETTERS and black or blue pen

Cbus member number

Title

Mr Mrs Miss Ms Other

Date of birth

/ /

Gender

Male Female

Given name(s)

Family name

Residential address

Suburb/town

State

Postcode

Postal address (if different from above)

Suburb/town

State

Postcode

Email address

Do you give permission to contact you via email? Yes No

Home phone

()

Mobile

Tax file number (TFN)

Cbus might already hold your TFN. However, if you're not sure whether you have previously provided it, you can supply it again for our records. You don't have to provide your TFN, but by doing so you'll ensure any benefit you take from Cbus doesn't incur additional tax.

Your TFN

Step 2: Confirm you're receiving Government income support

Select how you would like to provide Cbus with confirmation you're receiving Commonwealth Government income support:

Option 1: Provide your Centrelink Customer Reference Number

My Centrelink Reference Number (CRN) is:

By providing your CRN and signing the Declaration on Page 6 you're authorising Cbus and its Administrator Australian Administration Services to use Centrelink CCeS to electronically verify that you're in receipt of a qualifying Government income support benefit for the required period.

Option 2: Attach evidence issued by Centrelink

If you don't want to give permission for your eligibility to be confirmed electronically you must select your claim type below (see the definitions on page 1) and attach a copy of the relevant Centrelink letter:

Claim Type A – Attach a Q230 letter issued by Centrelink

Claim Type B – Attach a Q251 letter issued by Centrelink

To be valid the Centrelink letter must be dated within 21 days of your application being made to Cbus.

Step 3: What amount do you need?

Tell us how much you would like to claim

■ **For Claim Type A:** The maximum amount which may be released is a single payment in any 12 month period of \$10,000 gross (before tax).

■ **For Claim Type B:** There is no maximum if you are aged over preservation age.

Requested amount (after tax) \$, , .

OR

Maximum amount or full balance

Step 4: Payment details

Electronic Funds Transfer (EFT) payment – for faster payment

 **Note:** If you do not choose EFT and complete your bank account details, your benefit will be paid by cheque and issued by standard post. An EFT payment can only be made if the nominated account is in your name or is a joint account in your name, otherwise payment will be made by cheque.

I would like my benefit payment to be transferred/paid to me electronically. My nominated account details for EFT are as follows:

Name of bank account holder:

Name of bank/financial institution

BSB

Account number

 -

Step 5: Proving your identity

You need to provide proof of your identity before we can pay you your benefit. Providing your identity ensures your benefit is paid to you and no one else. Select an option to prove your identity:

Option 1: Provide certified copies of identification documents

I've attached copies of my certified proof of identity with this form (for help read the Identification requirements brochure available from www.cbussuper.com.au/forms). I understand Cbus may use the information from the documents in conjunction with the information on this form to verify my identity electronically using independent data sources.

Option 2: Use electronic identification

By providing my Medicare card details and **either** my driver's licence or Australian passport details, I agree to Cbus using these and the other details on this form to verify my identity electronically using independent data sources.



Important: Make sure the details you provide are accurate. If your personal details in Step 1 do not match your electronic identification details, we will not be able to use your personal details to prove your identity, which will delay processing your request.

Part 1: Medicare details

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

Medicare number

Valid to

Your reference number on this card is

Part 2a: Australian driver's licence – if you provide passport details below, you don't need to provide licence details here

Given name/s (as shown on your licence)

Surname (as shown on your licence)

Australian driver's licence number

State of issue

Expiry date

Part 2b: Australian passport – if you provide licence details above, you don't need to provide passport details here

Given name/s (including middle name – as shown on your passport)

Surname (as shown on your passport)

Australian passport number

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)

Step 6: Statutory declaration

A statutory declaration may be made in accordance with either the law of the state or territory where it is made or the law of the Commonwealth. Some examples of people who can witness statutory declarations are: a Justice of the Peace, a Solicitor or Barrister holding a current practicing certificate, a Notary Public and members of the police force (in some states).

 **Note:** A person who intentionally makes a false statement in a statutory declaration is guilty of an offence, the punishment for which is imprisonment for a term of four years – see section 11 of the *Statutory Declarations Act 1959*.

STATUTORY DECLARATION

Statutory Declarations Act 1959

I,
(Name of person making the declaration)

of
(Address of person making the declaration) (State) (Postcode)

declare that:

1. to the best of my knowledge, all information given on my application is true and correct, and
2. I am unable to meet reasonable and immediate living expenses, and
3. the amount I am requesting to be released is necessary to meet these reasonable and immediate expenses, and
4. I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under section 11 of *Statutory Declarations Act 1959*, and I believe that the statements in this declaration are true in every way.

Person making this declaration:

.....
(Signature of person making this declaration)

Declared before me:

.....
(Name of person before whom the declaration is made)

.....
(Signature of person before whom the declaration is made) (Date)

.....
(Qualifications of person before whom the declaration is made)

.....
(Contact address of person before whom the declaration is made) (State) (Postcode)

Step 7: Declaration

- I request my benefit to be paid by Cbus as instructed on this form.
- I understand that when my full benefit is paid, Cbus shall be released from all claims, liabilities and obligations in respect of my interest in the Fund.
- I am aware that I have the right to request more information I require to understand my benefit entitlements in the Fund, including any insurance cover, fees and charges that may apply to the benefit withdrawal.
- I understand any insurance arrangements with Cbus will cease from the date that the full benefit is paid or if there are insufficient funds in my account to pay the premiums.
- I have sufficient information to make an informed decision about the payment of my benefit.
- I am an Australian or New Zealand citizen or a permanent resident of Australia and am not a current or former temporary resident of Australia.

I have provided my CRN in Step 2.

By providing my CRN I authorise:

- Cbus and AAS to use CCeS to perform a Centrelink superannuation confirmation enquiry of my customer details
- to electronically confirm i'm receiving a qualifying Government income support benefit for the required period, and
- the Australian Government Department of Human Services (the department) to provide the results of that enquiry to Cbus and AAS.

I understand that:

- the department will disclose information to Cbus and AAS 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 department will disclose to Cbus and AAS my personal information including my name, date of birth and payment status
- this consent, once signed, remains valid while I am a customer of Cbus unless I withdraw it by contacting Cbus or the department
- I can get proof of my circumstances/details from the department and provide it to Cbus and AAS 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 service provided by Cbus.

Member signature



Sign here:

Date

D D / M M / Y Y Y Y

Step 8: Send us the completed form

Post this SIGNED and DATED form together with required documents to:

Cbus, Locked Bag 5056, Parramatta NSW 2124

Checklist

Before you post this form please complete the following checklist to ensure that you have completed all of the necessary sections and all required information has been supplied.

- This application has been completed in full.
- I have either authorised Cbus to verify my CRN details in Step 2 and Step 7 or I have attached the appropriate Centrelink letter for my claim type.
- I have included all of my certified identification or provided authorisation for Cbus to validate my identification independently in Step 5.
- The statutory declaration in Step 6 has been signed and dated by an authorised person.
- The declaration in Step 7 above has been signed and dated.



Cbus
Locked Bag 5056
PARRAMATTA NSW 2124



1300 361 784
8am to 8pm (AEST/AEDT)
Monday to Friday



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www.cbussuper.com.au



Visit Cbus in person in Adelaide,
Brisbane, Melbourne, Perth and Sydney.
Details: **www.cbussuper.com.au/contact**