

# Early Release of Super

## On compassionate grounds



Only complete this form once your application for release of your super benefit on compassionate grounds has been approved by the ATO.

### RED SECTIONS FOR YOUR INFORMATION

### GREY SECTIONS TO FILL OUT

#### Before you start

- Read the Important Information section at the end of this form
- Prior to completing this form, you must have:
  - met a number of conditions specified by the Australian Taxation Office (ATO)
  - applied for and received ATO approval for the release of your super on compassionate grounds
- The amount you receive will be less any tax and charges payable on the benefit payment
- If the ATO approves the early release of your super, use this form to advise TelstraSuper of your payment details
- You must also provide TelstraSuper with a copy of your ATO approval letter for release on compassionate grounds
- 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
- Withdrawal/transfer instructions using this form will be processed using the unit price declared for the day we process this form (processing times may vary)
- If you're 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](https://telstrasuper.com.au/forms) and include any certified documents as required.

#### 1. Your details currently held by TelstraSuper

Title	Mr	Mrs	Miss	Ms	Other
Surname*			Given name(s)*		
Member number*		Account number*		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](https://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**.

PAY  
INTO  
↓

## 2. 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.

**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.

Name of financial institution

Branch name

Account name

BSB no.

Account no.

**Note:** 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.

ARE  
YOU A  
PEP?  
↓

## 3. Politically Exposed Person (PEP) status (You must complete this section if you are a PEP)

If you are a PEP, you must declare your PEP status each time you complete this form. A definition of a PEP is outlined in the important information section.

Are you a PEP?

Yes, I confirm I'm a politically exposed person

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

## 4. Proof of identity

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.

#### 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.

## 5. Your signature and declaration

By signing this form, I:

- request the payment of my super benefit as detailed in this form and authorise TelstraSuper to give effect to this
- acknowledge that I have read and understood the Important Information section of this form
- acknowledge that all the information I have provided on this form is true and correct
- understand that payment of this withdrawal will only be made into a bank account in my name or in a joint name
- 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
- understand that if I don't provide my Tax File Number additional tax may be payable on my withdrawal
- understand tax may be deducted from my withdrawal if I'm under age 60
- consent to TelstraSuper verifying my identification via electronic means using independent data sources and in the event my certified documents (if applicable) have not been correctly certified
- 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.

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

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 copy of your ATO approval letter for release on compassionate grounds
- ☒ provided a copy of your bank account statement
- ☒ provided details of two proof of identity documents or certified copies of your proof of identity documents
- ☒ photocopied your completed application form for your records.



### Eligibility for early release of your super on compassionate grounds

To access your super on compassionate grounds you must meet the conditions specified by the Australian Taxation Office (ATO). Benefits in a transition to retirement income stream cannot be accessed on compassionate grounds.

#### You must apply to the ATO first

The ATO is responsible for assessing all requests for the early release of super benefits on specified compassionate grounds. TelstraSuper is responsible for paying the benefit from the fund.

#### The conditions you need to meet

A number of conditions must be met before super can be released on compassionate grounds. You must:

- be an Australian or New Zealand citizen or permanent resident
- need money on compassionate grounds
- have no way to pay other than by accessing your super.

Generally, compassionate grounds are:

- Mortgage: to stop the bank from selling your home
- Medical: to pay for treatment or travel to treatment
- Disability: to modify your home or car
- Palliative care: for you or a dependant
- Funeral: for a dependant

For more information and to apply for early release of your super on compassionate grounds visit the ATO website [www.ato.gov.au](http://www.ato.gov.au)

### Definition of a Politically Exposed Person (PEP)

Politically Exposed Person or PEP means an individual:

- |  |  |
|--|--|
| <p>(a) who holds a prominent public position or function in a government body or an international organisation,<sup>1</sup> including:</p> <ul style="list-style-type: none"><li>(i) Head of State or head of a country or government; or</li><li>(ii) government minister or equivalent senior politician; or</li><li>(iii) senior government official; or</li><li>(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</li><li>(v) governor of a central bank or any other position that has comparable influence to the Governor of the Reserve Bank of Australia; or</li><li>(vi) senior foreign representative, ambassador, or high commissioner; or</li><li>(vii) high-ranking member of the armed forces; or</li><li>(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</li></ul> | <p>(b) who is an immediate family member of a person referred to in paragraph (a), including:</p> <ul style="list-style-type: none"><li>(i) a spouse; or</li><li>(ii) a de facto partner; or</li><li>(iii) a child, a child's spouse or de facto partner; or</li><li>(iv) a parent; or</li></ul> <p>(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:</p> <ul style="list-style-type: none"><li>(i) joint beneficial ownership<sup>2</sup> of a legal entity or legal arrangement with a person referred to in paragraph (a); or</li><li>(ii) sole beneficial ownership<sup>2</sup> of a legal entity or legal arrangement that is known to exist for the benefit of a person referred to in paragraph (a).</li></ul> |
|--|--|

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.



## 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 compassionate grounds** 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 a withdrawal 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 3 months old)
- gas, water or electricity bill (less than 3 months old)
- a notice of assessment from the ATO (less than 12 months old)

A complete list of acceptable identification is available on our website at [telstrasuper.com.au/proofofid](https://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](https://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.

For a complete list of people authorised to certify proof of identity documents in Australia and overseas visit [telstrasuper.com.au/proofofid](https://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.

#### 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

#### How to provide your Certified proof of identity documents

You must keep your original ID documents. The certified copy of your proof of identity documents is only valid for 12 months from when the original documents were certified (provided the original ID documents have not expired). We recommend that you upload your certified copy of your proof of identity documents via SuperOnline. Alternatively, you can send via post.

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](https://telstrasuper.com.au)

Telstra Super Pty Ltd complies with the Privacy Act 1988 (Cth). For further information on privacy visit our website at [telstrasuper.com.au](https://telstrasuper.com.au) to download a copy of our Privacy Policy and Privacy Collection Statement.

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