

# EARLY RELEASE OF SUPERANNUATION BENEFITS ON GROUNDS OF SEVERE FINANCIAL HARDSHIP

## What you need to know

- To gain early release of your superannuation benefits due to severe financial hardship, you will need to provide the information and documentation specified in this form. These requirements are prescribed by **superannuation law** and apply to all super funds, including NGS Super.
- Ensure this application is completed in full and all requested documentation is correctly certified. Your application cannot be processed without the requested documentation.
- If you apply to withdraw your total balance and are approved, your account will close and any insurance cover will cease.
- If you have made personal contributions to your super and are intending to claim a tax deduction, you should first complete the form **Notice of intent to claim a tax deduction** prior to completing this application. You will not be able to claim a tax deduction if this application is processed and approved first.

If you do not evidence your financial position by providing copies of documents that evidence your income, expenses and liabilities or provide letters of demand, bankruptcy notices or any other documentation to support your claim, we will have to write to you requesting this information and this may delay the assessment of your application.

## Are you eligible?

Regardless of your age, you can apply for one payment of up to \$10,000 (before tax)<sup>1</sup> in a 12-month period if:

- you've received eligible Commonwealth income support payments at the time of the claim and have been on these payments for a continuous period of at least 26 weeks
- you're receiving these payments when you make your application for payment under financial hardship, and
- you're unable to meet reasonable and immediate family living expenses.

If you have reached your preservation age<sup>3</sup> and 39 weeks you can apply for any amount if:

- you've been receiving eligible Commonwealth income support payments for a cumulative period of at least 39 weeks since reaching your preservation age, and
- you're unemployed or employed for less than ten hours a week when you make your application for payment under financial hardship.

You're not eligible to apply for a payment on financial hardship grounds if you're a temporary resident of Australia.

## Centrelink confirmation

To support your application, please include either:

1. Your Centrelink Customer Reference number (CRN) (Step 9) and consent to access your Centrelink customer details (Step 15).  
or
2. A confirmation letter from Centrelink confirming that you have received an eligible income support payment for the required period (refer to the criteria 'Check you qualify' section above). Please note that this letter is only valid for a period of 21 days from the date of issue.

## What you need to provide with this application

- Centrelink Customer Reference Number (CRN)
- Certified proof of your identity (ID)
- Proof of current weekly income and expenses relating to yourself, your partner and your dependants. These documents should not be more than 1 month old<sup>2</sup>
- Proof of outstanding debts such as copies of overdue notices or bills that are no more than one month old<sup>2</sup>
- Statutory Declaration (attached to this application)

## APRA release on compassionate grounds

If you do not qualify for early release of your super benefit on the grounds of severe financial hardship, you may enquire about the release of some or all your benefits on compassionate grounds through the Australian Taxation Office (ATO). Further details can be found at [www.ato.gov.au](http://www.ato.gov.au) or call the ATO on 13 28 65.

<sup>1</sup> The highest rate of tax that might be payable is:

- if you are age 56 or under - 20% plus the Medicare levy
- if you are aged 57-59, 15% plus the Medicare levy. However, no tax will be payable if your benefit payments is \$205,000 or less.

If you are age 60 or over, no tax will be payable.

<sup>2</sup> not needed if you're applying for payment based on having reached your preservation age and 39 weeks.

<sup>3</sup> The preservation age for the 2018/19 financial year is 57. It was lower in earlier financial years. For more information, see our fact sheet **Gaining access to your super**.





### Step 4. Have you or your partner received or are you entitled to receive a redundancy package or workers' compensation lump sum payment?

(Select an option )

NO  YES If Yes, show the amount received, or the amount you or your partner expect to receive and when?

Value  
\$

Date  
  /   /

### Step 5. How much are you applying to withdraw (before-tax)?

The most you can apply to withdraw is \$10,000 (before tax) unless you've reached your preservation age and 39 weeks. Tax will be taken out of the amount approved. This will result in a net amount (after-tax) of less than that requested.

\$

Please provide details of any overdue bills or overdue loan repayments and attach evidence to support this.

**Amount due**

\$        
 \$        
 \$        
 \$        
 \$

**Description of overdue bill**

### Step 6. Describe and list the approximate value of assets held by you, your partner and dependants (do not include the family home)

<input type="text"/>	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<input type="text"/>	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
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<input type="text"/>	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

### Step 7. Current total NET weekly income (You must attach evidence to support this e.g. payslips, bank statements, etc.)

You are not required to complete this step if you're applying for payment based on having reached your preservation age and 39 weeks.

Self	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Partner	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Dependants	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Total weekly income</b>	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>



## Step 8. List below all reasonable current weekly expenses in relation to you, your partner and your dependants

You are not required to complete this step if you're applying for payment based on having reached your preservation age and 39 weeks.

<b>Main Weekly Expenses (you must provide documentary evidence for each item where possible)</b>	<b>Amount per week</b>
Rent / board (provide documentary evidence)	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Home loan repayments (provide documentary evidence)	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Personal loan repayments (provide documentary evidence)	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Credit card repayments (provide documentary evidence)	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Food and household items	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Car repayments (not included in personal loan repayments above) (provide documentary evidence)	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Gas	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Electricity	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Telephone	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Car (fuel, registration, insurance)	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Public transport	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Clothing	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Municipal and water rates	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Home and contents insurance	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Childcare and/or Education	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medical / dental	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Life insurance premium	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Health insurance premium	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Centrelink Debt Repayment (provide proof of repayments and amount owing)	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Any other expenditure (please specify)	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Total weekly expenses</b>	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

## Step 9. Proof of Commonwealth income support

Please provide your Centrelink Customer Reference number (CRN)

(This information is available on your Centrelink Income Statement or client card.)



## Step 10. Immediately payable arrears & liabilities

Provide details of unpaid or overdue:

- bills
- liabilities
- loan repayments
- credit card repayments, and
- any other current arrears.

Amounts stated must be currently payable or outstanding. Liabilities that are not immediately payable cannot be taken into account.

**You must provide documentary evidence for each item and the evidence must be dated less than 1 month old.**

You are not required to complete this step if you're applying for payment based on having reached your preservation age and 39 weeks.

Mortgage/Home loan arrears \$

Car loan arrears<sup>4</sup> \$

### Credit card arrears<sup>4</sup> (please specify)

\$

\$

\$

### Personal loan arrears<sup>5</sup> (please specify)

\$

\$

\$

### Other arrears or liabilities currently due and payable (please specify)

\$

\$

\$

\$

\$

\$

### Total immediate arrears & liabilities

\$

**You must provide documentary evidence for each item.**

<sup>4</sup> **Note:** This is not your regular repayment amount but rather the amount you are behind, if any, on your regular repayments. Your repayment amount should be included at Step 8.

<sup>5</sup> If the personal loan is from an individual rather than a lending institution, the supporting documentation required is a Statutory Declaration from the lender detailing the reason for the loan, the amount outstanding and the date the outstanding amount is due. If it is from a lending institution, then what is required is not your regular repayment amount but the amount you are behind, if any, on your regular repayments together with supporting documentation.

## Step 11. Statutory Declaration

You must complete the attached Statutory Declaration. The Statutory Declaration must be signed and witnessed by an authorised person. Visit [www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx](http://www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx) for a list of persons who may witness the signing of a Statutory Declaration.



## Step 12. Attach proof of identity

For identification purposes, you **MUST** attach a certified copy of either your driver's licence or passport (or acceptable alternatives). You can have these documents certified by a number of people including either a full-time teacher or by a post office employee with more than two years' continuous service. For a full list of people who can certify documents and acceptable alternative documents please visit [ngssuper.com.au/completing-proof-of-identity/](http://ngssuper.com.au/completing-proof-of-identity/). An example of how to certify documents is shown below.


I have attached a certified copy of the appropriate proof of identity.

Failure to provide appropriate proof of identification may result in delays in the processing of your payment(s).

### How to certify documents

After sighting the original and the copy and making sure both documents are identical, the certifier must include on EACH page:

- Written or stamped 'certified true copy'
- Signature and printed full name
- Qualification (such as Justice of the Peace, Australia Post employee with more than two years' continuous service, etc)
- Date (the date of certification must be within the 12 months prior to our receipt)

	←	A clear copy of the document that identifies you (i.e. your driver's licence (front and back) or passport)
	Certified true copy ←	Write or stamp 'certified true copy' of the original document
	<i>J. Sample</i> ←	The authorised person's signature
	Mr John Sample ←	Full name, qualification and registration number (if applicable) of the authorised person
	Justice of Peace Registration No.123456789 Date: 01/02/2019 ←	Date of certification (within 12 months of receipt by NGS)

### Verification

A verification of the certifying party may be performed. If a discrepancy arises, you may be requested to re-certify documentation.

### Important Note

The information in this document is a guide only and we may request additional documentation prior to any payment.

## Step 13. Confirm residency / citizenship status

The ability to access your super on the grounds of severe financial hardship may depend upon your residency or citizenship status. Please indicate your current status by ticking the appropriate box below:

Are you an Australian or New Zealand citizen or an Australian permanent resident?  YES  NO

If your request is affected by your residency / citizenship status, you will be advised accordingly.



## Step 14. Provide payment details

### 1. How do you want this paid to you? (select one option only)

**To your bank account** – this is the fastest way to receive money

**By cheque**

If you want your money to be paid into your bank account, please provide your bank account details.

Account name – must be held in your name or jointly in your name

Name of bank/financial institution

Branch

BSB

Account number

### 2. Which investment option/s should be used to make this payment?

Your withdrawal will normally be made in the same proportions as your selected investment options. However, you may select to have withdrawals made from a particular investment option until the holdings in that option are exhausted:

Please make my withdrawal in the same proportions as my account balance

Please make my withdrawal from the following options:

#### Pre-mixed options:

#### Percentage to be withdrawn

Defensive	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Balanced	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Socially Responsible Diversified	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Diversified (MySuper) – default investment option	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Indexed Growth	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
High Growth	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Shares Plus	<input type="text"/>	<input type="text"/>	<input type="text"/>	%

#### Sector-Specific options:

Cash & Term Deposits	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Diversified Bonds	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Property	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
Australian Shares	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
International Shares	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
<b>TOTAL</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%

#### Tailored option:

##### NGS Self-Managed

If you wish to include in this withdrawal request some or all of your investment in the NGS Self-Managed option, you must first sell down these investments within the Self-Managed Direct Investment Option (DIO), prior to transferring these funds back into your NGS pre-mixed or sector-specific investments using your **Member Online** account at [ngssuper.com.au/MOL](http://ngssuper.com.au/MOL). Transferring money from NGS Self-Managed may take some time to complete. Refer to the **NGS Self-Managed Guide** for details available at [ngssuper.com.au/PDS](http://ngssuper.com.au/PDS).



## Step 15. Consent to access your Centrelink customer details

I \_\_\_\_\_ authorise:

Full name

- NGS Super to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Customer details.
- the Australian Government Department of Human Services (the department) to provide the results of that enquiry to NGS Super.

I understand that:

- the department will use information I have provided to NGS Super to confirm my eligibility for early release of superannuation on the grounds of financial hardship based on whether I have been in receipt of a qualifying Centrelink payment for a specified period.
- the department will disclose to NGS Super my personal information including my name, date of birth and payment status.
- this consent, once signed, remains valid while I am a member of NGS Super unless I withdraw it by contacting NGS Super or the department.
- I can obtain proof of my circumstances/details from the department and provide it to NGS Super 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 release of my superannuation benefits

Signature

X

Date

□□ / □□ / □□□□

## Step 16. Sign the form

**The following MUST accompany your application for it to be considered:**

- Certified proof of your identity
- Statutory Declaration, signed and witnessed by an authorised person
- Evidence of current weekly income and expenses. Documents should not be over 1 month old.
- Evidence of overdue bills, loans or credit card payments. Documents should not be over 1 month old.

**The Trustee can only approve the release of ONE payment from your superannuation benefit in any 12 month period, up to the maximum amount of \$10,000.00 (before tax).**

By signing this form I understand that:

- a withdrawal fee is applied each time a benefit is paid; and
- there may be a delay in payment if my details have changed or I have not provided all the information as requested in this application; and
- I consent to my personal information being collected, disclosed and used as described in the **Privacy Collection Statement**.

Signature

X

Date

□□ / □□ / □□□□

**Send your completed form together with your proof of identity and other supporting documents to:**

**NGS Super  
GPO Box 4303  
Melbourne VIC 3001**



**For Administrator use:**

After you have scanned the Statutory Declaration separate this document and forward the original to the Administrator.





# Statutory Declaration

I, [Name, address and occupation of person making the declaration]

Name

Address

City / suburb  State  Postcode

Occupation

E-mail (optional)

Daytime telephone (optional)

-

Mobile (optional)

-

make the following declaration under the Statutory Declarations Act 1959:

- (1) The information provided by **me** in the *Early release of superannuation benefits on grounds of severe financial hardship form* (Application) which accompanies this Statutory Declaration is true and correct.
- (2) I am unable to meet **my** reasonable and immediate family living expenses **and** I do not have any assets (**apart from** my home) which could (reasonably and realistically speaking) be used or sold to cover this gap.
- (3) I authorise Centrelink to confirm with the administrator that my name, date of birth and Centrelink Customer Reference Number (CRN) details supplied in the Application match Centrelink records.
- (4) To assist in establishing whether I qualify for the early release of my superannuation on the grounds of severe financial hardship, I consent for Centrelink to confirm my receipt of an income support payment to the administrator for the relevant period.
- (5) I also authorise the administrator to pass these details on to the Trustee, NGS Super Pty Limited.
- (6) I understand that I can only receive one benefit payment in a 12 month period released due to severe financial hardship.
- (7) I understand that my insurance cover will cease if I elect to receive my total benefit.

I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under section 11 of the *Statutory Declarations Act 1959*, and I believe that the statements in this declaration are true in every particular.

The information I/we have provided in this document is complete and accurate to the best of my/our knowledge.

Signature of person making the declaration

Declared at [place]  On Date  /  /

Before me,

[Signature of person before whom the declaration is made.]

A list of authorised witnesses can be found at [www.ag.gov.au/Publications/Statutory-declarations/Pages/List-of-authorised-witnesses.aspx](http://www.ag.gov.au/Publications/Statutory-declarations/Pages/List-of-authorised-witnesses.aspx)

Name

Address

City / suburb  State  Postcode

Occupation

E-mail (optional)

Daytime telephone (optional)

-

Mobile (optional)

-

[Full name, qualification and address of person before whom the declaration is made (in printed letters)]

Note 1 – 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 4 years — see section 11 of the Statutory Declarations Act 1959.

Note 2 – Chapter 2 of the Criminal Code applies to all offences against the Statutory Declarations Act 1959 — see section 5A of the Statutory Declarations Act 1959.



# PRIVACY COLLECTION STATEMENT

## If you are a member of NGS Super, or you are applying for membership

We may collect your personal information from you or from third parties such as:

- your employer
- a previous super fund
- your financial adviser
- our related entities
- publicly available sources.

We may be required or authorised by law to collect your personal information. Relevant laws include the Australian Securities and Investments Commission Act 2001, Corporations Act 2001, Family Law Act 1975 and laws relating to superannuation, taxation and anti-money laundering/counter-terrorism financing.

If we are unable to collect all the personal information we have asked for, we may not be able to administer your NGS Super account or take action on a particular request you have made.

We will use your personal information to:

- manage your NGS Super account (NGS *Accumulation, Transition to Retirement or Income account*)
- give you information about your NGS Super account
- supply you with information about other products and services offered by us or our related companies
- include your relevant account data in statistics and market research.

We will disclose your personal information to various organisations (but only as required to manage your NGS Super account or the Fund generally), including:

- our administrator, Mercer Outsourcing (Australia) Pty Ltd (Mercer)
- our insurer
- our professional advisers
- your employer
- other service providers that provide services or products relevant to your NGS Super account
- any relevant government authority that requires your personal information to be disclosed.

In managing your super your personal information may be disclosed to service providers in another country, most likely to Mercer's processing centre in India. Our **Privacy Policy** lists any other relevant offshore locations.

Our **Privacy Policy** sets out in more detail

- how we deal with your personal information
- how to access and seek correction of the information we hold about you
- how you may lodge a complaint if we breach an Australian Privacy Principle
- how we will handle any complaint.

You can view our **Privacy Policy** at [ngssuper.com.au/privacy-policy](http://ngssuper.com.au/privacy-policy) or obtain a copy by contacting us on **1300 133 177**.

If you have any other queries in relation to privacy issues, or if you do not wish to receive marketing material, you may contact us on **1300 133 177**. You may also write to the NGS Super Privacy Officer at:

**NGS Super**  
**PO Box 21236**  
**World Square NSW 2002**

or online at [ngssuper.com.au/contact-us](http://ngssuper.com.au/contact-us).

## If you are not a member of NGS Super, and you are not applying for membership

We will use your personal information only to enable us to take action on the particular matter you have contacted us about. In most instances we will not need to collect any further personal information from any other source. We will disclose your personal information only to those organisations mentioned above as are necessary to take action on the matter in question or for the management of the Fund generally.

