

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 complete the form **Notice of intent to claim a tax deduction before** 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 prove your financial position by providing copies of documents that evidence your income, expenses and liabilities or 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)¹ in a 12-month period if:

- at the time of claim, you're currently receiving and have been receiving eligible Commonwealth income support payments for a continuous period of at least 26 weeks and
- you're unable to meet reasonable and immediate family living expenses.

If you have reached your preservation age² and 39 weeks, you can apply for any amount (limited by your NGS Accumulation account balance) 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 at the time of making this application.

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:

- a. your Centrelink Customer Reference Number (CRN) (Step 9) and consent to access your Centrelink customer details (Step 15)
- or
- b. a confirmation letter from Centrelink confirming that you have received an eligible income support payment for the required period (refer to the criteria in the section '**Are you eligible?**'). 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)
- APRA release on compassionate grounds
- proof of current weekly income and expenses relating to yourself, your partner and your dependants (no more than one month old)³ and
- proof of outstanding debts such as copies of overdue notices or bills (no more than one month old)³.

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 ato.gov.au or call the ATO on 13 28 65.

¹ Tax may be payable if you are under the age of 60. Find out more on the tax payable in our fact sheet **Fees, costs and tax** available at ngssuper.com.au/PDS

² The preservation age is the earliest age you can access your super, and depends on your date of birth. For more information, see our fact sheet **Gaining access to your super**.

³ Not needed if you're applying for payment based on having reached your preservation age and 39 weeks.

Step 1. Complete your personal details

Please print in black or blue pen, in capital letters, one character per box. (A) ✓

NGS member number

Title

Date of birth

 / /

Given name/s

Surname

Residential address (must be advised)

Suburb

State

Postcode

Postal address (if different to above)

Suburb

State

Postcode

Daytime telephone number

 -

Mobile

 -

Personal email

Step 2. List your financial dependants (e.g. your partner and children)

Dependants means anyone who is in whole, or in part, financially dependent on you e.g. your children, adult family members or anyone else who lives with you and shares the bills.

Name

Relationship to you

Age

Name

Relationship to you

Age

Name

Relationship to you

Age

Name

Relationship to you

Age

Step 3. Briefly explain the cause(s) of your financial hardship and how the money will be used if released

Please attach any additional information to assist in explaining your circumstances.

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)?

You can apply to withdraw up to a maximum of \$10,000 (before tax) unless you've reached your preservation age and 39 weeks. Any tax payable will be paid from the approved amount. 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
\$ <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"/> <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"/> <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"/> <input type="text"/> <input type="text"/>	<input type="text"/>

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"/> <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"/>	\$ <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"/> <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"/> <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"/>
Total weekly income	\$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Step 8. 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.

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

Step 9. Proof of Commonwealth income support payments

Please provide your Centrelink Customer Reference Number (CRN)

<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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This information is available on letters sent to you from Centrelink or on your concession card (if you have one).

Step 10. Immediately payable arrears & liabilities

Provide details of unpaid or overdue:

- bills
- liabilities
- loan repayments
- credit card repayments
- 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

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

Car loan arrears⁴

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

Credit card arrears⁴ (please specify)

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

Personal loan arrears⁵ (please specify)

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

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

<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"/>

Total immediate arrears & liabilities

You must provide documentary evidence for each item.

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

⁵ 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

Step 11. Statutory Declaration

You must complete the attached Statutory Declaration. The Statutory Declaration must be signed and witnessed by an authorised person. Visit ag.gov.au/legal-system/statutory-declarations 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 (**front and back**) 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/poi. 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 2 years' continuous service, etc.)
- date (the date of certification must be within the 12 months prior to our receipt).



IDENTIFICATION

← A clear copy of the document that identifies you (i.e. your driver's licence (**front and back**) or passport).

← Write or stamp 'certified true copy' of the original document.

← The authorised person's signature.

← Full name, qualification and registration number (if applicable) of the authorised person.

← Date of certification (within 12 months of receipt by NGS).

Certified true copy

J. Sample

Mr John Sample

Justice of Peace

Registration No.123456789

Date: 31/05/2022

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)

- ☐ Cheque (Cheques can only be made in your name)
- ☐ EFT paid directly to my financial institution (bank/credit union/building society account)

Please provide proof of your account details such as a statement that shows your BSB number, your bank account number and your account name.

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

Money cannot be paid into a credit card account or a third party account. We will take care to ensure your money is paid in line with the details you have provided. However, we accept no responsibility for any loss which occurs as a result of incorrect bank account details you provide us. If the bank rejects the payment of your money, we will pay you by cheque.

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, if preferred, 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:

Diversified (MySuper) – *default investment option*

 %

High Growth

 %

Balanced

 %

Defensive

 %

Indexed Growth

 %

Australian Shares

 %

International Shares

 %

Infrastructure

 %

Property

 %

Diversified Bonds

 %

Cash & Term Deposits

 %

TOTAL

 %

Tailored option:

NGS Self-Managed DIO

If you wish to include in this withdrawal request some or all of your investment in the NGS Self-Managed Direct Investment Option (DIO), you must first transfer these investments back into your NGS pre-mixed or sector-specific investments using your **Member Online** account at **ngssuper.com.au/login**. Transferring money from NGS Self-Managed DIO may take some time to complete. Refer to the **NGS Self-Managed Guide** for details available at **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.
- Services Australia to provide the results of that enquiry to NGS Super.

I understand that:

- Services Australia 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
- Services Australia 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 Services Australia
- I can obtain proof of my circumstances/details from Services Australia 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 

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 (no more than one month old)³
- Evidence of overdue bills, loans or credit card payments (no more than one month old)³
- Proof of your account details such as a statement that shows your BSB number, your bank account number and your account name if you have requested payment via EFT.

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

By signing this form I understand that:

- 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
- I consent to my personal information being collected, disclosed and used as described in the [Privacy Collection Statement](#) available at ngssuper.com.au/pcs

Signature 

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

Suburb State Postcode

Occupation

Email (optional)

Daytime telephone number (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 ag.gov.au/Publications/Statutory-declarations/Pages/List-of-authorised-witnesses.aspx

Name

Address

City / suburb State Postcode

Occupation

Email (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.

Note 3 – A brochure is available from Centrelink that provides details about the Centrelink Confirmation eService.

Privacy Collection Statement

NGS Super Pty Limited ABN 46 003 491 487 of **Level 4, 14 Martin Place Sydney NSW 2000** collects personal information from you (or from third parties such as your employer or another super fund) to manage your NGS Super account, keep you informed, improve our products and services or take action on a matter you have contacted us about. If we don't have your personal information, we may not be able to perform these services. We may be authorised to collect your personal information by certain laws, including laws relating to superannuation, taxation and anti-money laundering/counter-terrorism financing.

We disclose personal information as required to manage the Fund, to service providers (including our administrator, our insurer and professional advisers), employers or parties required by law. Personal information may be accessed by service providers overseas, most likely by our administrator's processing centre in India. For any other offshore locations, details of how to access and change your personal information and the privacy complaints process, go to ngssuper.com.au/pcs and ngssuper.com.au/privacy or call us on **1300 133 177**.