

How to make a claim

This factsheet relates to the Early Release of Super Due to Severe Financial Hardship

13 11 84 art.com.au

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1 Am I eligible?

There are two types of claims for severe financial hardship. You must meet the criteria of one of the following claim types to be considered eligible. You'll need to know your preservation age, so refer to the table below.

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

If you're not eligible to claim under severe financial hardship you may still be able to access your super on compassionate grounds. Call the Australian Taxation Office (ATO) on 13 10 20 or go to ato.gov.au for more information. Please note if you ceased work due to sickness or injury, call us on **13 11 84**.

*Please note not all Australian Commonwealth income support payments are eligible for a severe financial hardship claim, such as Austudy and Family Assistance payments from Services Australia. Contact the source of your payments, such as Services Australia, to check if your payments are eligible before proceeding.

2 How much can I claim?

There are some payment restrictions that apply to the amount you can claim. In addition, applicable taxes may be deducted from the benefit paid.

Claim type 1

You're under preservation age, or are over preservation age but don't meet the criteria for claim type 2

You've received eligible* Australian Commonwealth income support payments for a continuous period of no less than 26 weeks, and

You're in receipt of such payments within the last 21 days of the date Australian Retirement Trust receives your application for early release of your benefit, and

You're unable to meet reasonable and immediate family living expenses and have not received a benefit from Australian Retirement Trust or any other fund for severe financial hardship in the past 12 months and your net assets do not exceed \$50,000.

Claim type 2

You're over preservation age

You've reached preservation age, and you've received eligible* Australian Commonwealth income support payments for a cumulative period of no less than 39 weeks since reaching preservation age, and

You were unemployed or employed for less than 10 hours per week at the date of your application for early release of your benefit.

Maximum of \$10,000 before tax in any 12 month period.

Minimum of \$1,000 before tax in any 12 month period, or total balance if under \$1,000.

No restriction

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	Claim type 1 You're under preservation age, or are over preservation age but don't meet the criteria for claim type 2	Claim type 2 You're over preservation age
3 What documents do I need? You'll need to gather these documents to support your claim.	<p>Services Australia Customer Reference Number.</p> <p>A bank or credit union document (e.g. statement or online statement) showing your BSB, account number, account name and address. This cannot be more than 12 months old.</p> <p>Certified copies of identification documents. See page 2 for details.</p> <p>We may request for you to supply proof of outstanding payments and expenses such as overdue notices and bills that are no more than 30 days old.</p> <p>Any other documents to support your application.</p>	<p>Services Australia Customer Reference Number.</p> <p>A bank or credit union document (e.g. statement or online statement) showing your BSB, account number, account name and address. This cannot be more than 12 months old.</p> <p>Certified copies of identification documents. See page 2 for details.</p> <p>Any other documents to support your application.</p>
4 How do I apply? Your claim type will determine what sections of the application form you'll need to complete, in addition to the required documentation.	<p>Complete all sections of the form.</p>	<p>Complete sections 1, 2, 3, 8, 9, 10 and 11 only.</p>

Obtain supporting documentation

Please note: the Trustee can only assess your severe financial hardship claim based on the information you provide. Please read this information page before completing the Severe financial hardship payment form.

Before you can apply you will need the following supporting documents:

- Certified proof of identity (see acceptable documents below),
- A copy of a document from your Australian bank or credit union (e.g. statement) showing your BSB, account number and account name which is no more than 12 months old. If you like, you can cover up your financial details. Copies of originals can be accepted and don't need to be certified. Your claim can't be processed by direct deposit without this. (If you've provided this previously it is not required unless your details have changed.)
- Have you changed your name?**
If you've changed your name and you have not previously let us know of your name change, you'll need to provide a certified copy of your Marriage certificate or Change of name certificate (must be obtained from the Births, Deaths and Marriages Registration office or relevant Government source from the issuing country), Deed Poll, Decree Absolute (Divorce Certificate), Divorce Order or other document satisfactory to us (linking document).
- Do you intend to claim a tax deduction?**
If you intend to claim a tax deduction, you can let us know by completing the online form in Member Online.

What is an acceptable identification document?
To verify your identity please attach a certified copy of:

- A. Your current driver's licence, current passport or current national identity card that contains your photo, name and **EITHER** residential address **OR** date of birth (**please copy and certify both front and back sections** if relevant), **OR**
- B. Your birth certificate, Australian birth extract, Citizenship certificate or current Department of Human Services pension or health care card **AND** a current rates, electricity or gas notice (no more than 3 months old) or assessment from the Australian Taxation Office (no more than 12 months old) or a financial benefits notice from the Commonwealth, a state or a territory (no more than 12 months old) showing your name and current residential address.

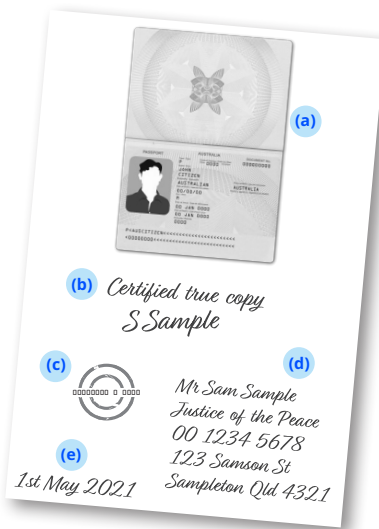
What do we mean by certified?

We understand you'll want to provide us with copies of your ID documents, rather than the originals. That's fine, but you must have them 'certified' within the last 12 months. This means the certifier must:

1. Sight the original and the copy to make sure both documents are identical, and
2. Write or stamp 'certified true copy of original document' on each page, and
3. Sign and print their name, qualification (e.g. Justice of the Peace, Australia Post employee), and the date on each page of the document.

How your proof of identity document should look. (See example below.)

- a) Copy of the document that identifies you
- b) 'Certified true copy' written or stamped and signature of authorised person
- c) Authorised person's stamp and registration number (if applicable)
- d) Name, qualification and phone number of authorised person
- e) Date of authorisation



Who can certify?

- Justice of the Peace (including Commissioner for Declarations),
- Police Officer,
- One of the following with two or more years of continuous service:
 - a) Australia Post permanent employee
 - b) Financial Institution Officer e.g. bank employee
 - c) Australian Financial Services Licensee, authorised representative or officer.

For a full list of who can certify, including overseas certifiers, please visit art.com.au/id

Important notes on identification:

- We reserve the right to request additional information to verify your identity before paying your claim.
- We can't accept documents which have expired. If an expired document is received, we'll not be able to process your claim until suitable identification has been provided.
- If you're providing a document that is not in English, you'll also need to provide an English translation prepared by an accredited translator. For further information on this, please call us on **13 11 84**.
- If signing on behalf of the member, certified copies of Guardianship papers or proof of Power of Attorney are required.

Note: You can also give your consent to Australian Retirement Trust to use Equifax to verify your identity electronically when your identification documents may not be sufficient for us to process your request.

Proof of unpaid debts

We may request proof of outstanding payments and expenses before we can proceed with your claim. For debts you can provide rates notices, electricity bills, telephone bills, insurance, rent/board or outstanding credit card bills (only the minimum amount due will be considered in your application). Any evidence you provide must be either in your name or your dependant's name (mentioned on the form) and must be no older than 30 days from the date of issue. If you enter your spouse as a dependant on the form and provide bills that are in their name you must declare their income for these bills to be considered in the assessment of the claim. Please note we do not accept loan pay out figures, quotes, business bills and receipts as evidence of debts.

Do you have insurance cover with your account?

It's important to check if you have insurance cover with your Australian Retirement Trust account before you complete this form.

If you do, and want to maintain your insurance cover in your Australian Retirement Trust account, you'll need to ensure there is enough money to pay for any future insurance premiums and you will need to make at least one eligible contribution every 12 months or advise us in writing via art.com.au/keep-my-insurance that you wish to retain your insurance cover.

For more information about when insurance cover stops refer to your Product Disclosure Statement (PDS).

Privacy

The information you provide on your application for severe financial hardship will be used solely for determining whether you're experiencing severe financial hardship and are therefore eligible to receive a payment. The information provided will not be made available to any other person, except under an order of a court.

For further details refer to the Proof of identity requirements at art.com.au/id

Please keep these important information pages for your records.

Super Savings Severe Financial Hardship Payment



13 11 84 | art.com.au
Reply Paid 2924
Brisbane Qld 4001

Use this form to apply for early access to your super balance due to severe financial hardship

Important note: Only Australian or New Zealand citizens or permanent residents of Australia are permitted to claim for early release of super on severe financial hardship grounds. Please provide us with as much information as possible. Please tick boxes where appropriate. Use **BLOCK** letters and dark ink when completing this form and ensure it is signed and dated. *DENOTES MANDATORY FIELD.

Do you have other super funds? Let us help you bring all of your super together

Visit art.com.au/consolidate to use our rollover tool which takes just 5–10 minutes.

Member number

1 Personal details

Title	First name*	Middle name		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
Last name*	Date of birth (DD/MM/YYYY)*	Gender*		
<input type="text"/>	<input type="text"/>	<input type="button" value="M"/> <input type="button" value="F"/>		
Street Address / PO Box* Please complete for identity purposes.				
<input type="text"/>				
Suburb/Town*	State*	Postcode*	Home phone number	Daytime phone number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Personal email address			Mobile phone number	
<input type="text"/>			<input type="text"/>	
Residential street address (if the same as above leave blank)*		Suburb/Town*	State*	Postcode*
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
Other/previous names				
<input type="text"/>				
Your Services Australia Customer Reference Number (CRN)*				
<input type="text"/>				

Note: If you have changed your name, you'll need to provide a certified copy of a linking document. Please read the important notes on identification.

Note: If your CRN is not supplied we're unable to proceed with your claim.

Tax file number (TFN) details – Australian Retirement Trust can use your TFN to help you bring your super together.

If you're not sure if we have your TFN you can add it below. You don't have to provide your TFN, however if we don't have your TFN, you may pay more tax than you need to. If we do have your TFN you don't need to provide it again.

My TFN

Providing your TFN

Under the *Superannuation Industry (Supervision) Act 1993*, your superannuation fund is authorised to collect your TFN, which will only be used for lawful purposes.

These purposes may change in the future as a result of legislative change. The trustee of your superannuation fund may disclose your TFN to another superannuation provider, when your benefits are being transferred, unless you request the trustee of your superannuation fund in writing that your TFN not be disclosed to any other superannuation provider.

It's not an offence not to quote your TFN. However giving your TFN to your superannuation fund will have the following advantages (which may not otherwise apply):

- your superannuation fund will be able to accept all types of contributions to your account(s),
- the tax on contributions to your superannuation account(s) will not increase,
- other than the tax that may ordinarily apply, no additional tax will be deducted when you start drawing down your superannuation benefits, and
- it will make it much easier to trace different superannuation accounts in your name so that you receive all your superannuation benefits when you retire.

2 Employment details

Please provide the name of your last employer*

Are you still working for this employer?*

If No, what date did you finish?* (DD/MM/YYYY)

Please note if you ceased work due to sickness or injury call us on 13 11 84.

➔ Please continue over page

3 Claiming a tax deduction

Do you intend to claim a tax deduction?

NO [Go to – Section 4](#) YES If you intend to claim a tax deduction for contributions you paid to Australian Retirement Trust, you will need to let us know using the online form in Member Online before submitting this form or complete a Notice of Intent to Claim a Tax Deduction form from ato.gov.au to submit with this withdrawal request. Please also indicate the relevant financial year here:

Please note: If you intend to claim a tax deduction for voluntary after-tax contributions paid to your Australian Retirement Trust account, it's important you let us know BEFORE we make your payment. If you close your account, income tax laws don't allow us to complete any future requests for tax deductions. If you make a partial withdrawal or transfer, the maximum amount you can later claim a tax deduction for is the reduced contribution amount remaining with us. If you intend to claim a tax deduction, you can let us know by completing the online form in Member Online or send us a completed Notice of Intent to Claim a Tax Deduction form from ato.gov.au and we'll send you confirmation to include with your tax return.

If you're aged over 67, you'll need to meet the Work Test¹ in order to claim a tax deduction on voluntary after-tax contributions. This eligibility requirement will be assessed by the Australian Taxation Office (ATO) when you submit your income tax return. The contribution you're claiming a tax deduction on must have been received by Australian Retirement Trust prior to the 28th day after the end of the month you turned 75 years old.

¹You must work at least 40 hours over a period of 30 consecutive days, during the income year the contributions were made (or during the previous financial year, under a one-off exemption available to members with a 'total superannuation balance' under \$300,000.

4 Dependant details (For claim type 1 only)

Please indicate below if you are applying as a single or as a family

Single OR Family (You live with either a partner and/or at least one child)
How many dependent children?

5 Current income and living expenses (For claim type 1 only)

This section allows you to show that your reasonable and immediate living expenses are unable to be met from your current income. If you are single, the questions listed below only relate to you. If you have a family, then the questions below relate to your combined income and expenses.

Only complete this section if applying under claim type 1. Remember to include all your current financial details and income from all sources including Services Australia, DVA and any other Social Security benefits you receive.

Income

Fortnightly income (after tax): Include your Services Australia payments (after tax) but remember to show these payments as **fortnightly, not weekly.**

Per fortnight
Total income

Living expenses

Calculate fortnightly for both you, your partner and any dependants.

Total expenses

Amount A

Net income/expenses

Total income minus Total expenses

Note: Need help? Here are some living expenses to consider:

- Rent/board/rates
- Minimum credit card and loan repayments (excluding private loans)
- Groceries
- Vehicle (e.g. petrol/registration/maintenance and services etc.)
- Electricity/gas/phone/internet
- Insurance (e.g. house/health/car)
- School costs (e.g. uniforms, books, stationery, excursions, etc.)
- Medical expenses
- Public transport (e.g. for you and your family)

6 Current assets and liabilities (For claim type 1 only)

Your assets minus your liabilities must be less than \$50,000 for Australian Retirement Trust to approve your claim.

Assets typically include any investment properties (not the home you're living in), savings, shares or vehicle(s) (not your main vehicle).

Liabilities typically include any credit cards, bank loans, investment loans, etc.

If you are single, this declaration below only relates to you. If you have a family, this declaration includes the combined assets and liabilities of the family.

I declare I/we have less than \$50,000[^] of net assets available to me/my family.

[^]Excludes home and home loan of principle place of residence and your main vehicle.

[Please continue over page](#)

7 Overdue payments and expenses (For claim type 1 only)

Please provide a total amount of your overdue payments and expenses below.

The amount you provide should include all overdue or in arrears amounts.

You may be requested to provide evidence of these amounts dated no older than 30 days.

Amount B

Overdue payments and expenses

\$

Note: Need help? Here are some overdue payments and expenses to consider:

Rent

Minimum credit card repayments

Overdue credit card repayments

Loan repayments (excluding private loans.

Must be from a registered financial institution)

Home loan repayments

Vehicle registration

Electricity/gas/phone/internet

Insurance (eg. house, health, car)

8 Your payment amount

Are you withdrawing your total balance or just part of your money?

Note: The maximum payment (before tax) you can request is \$10,000 for claim type 1 applicants.

How much do you want to withdraw (before tax)? \$ before tax

Please **leave** the amount of \$ in my account and **pay** me the remainder of my balance.

Note: If you wish to keep your Super Savings account open to maintain your insurance cover, you'll need to ensure there is enough money in your account to pay for any future insurance premiums and you will need to make at least one eligible contribution every 12 months or advise us in writing via art.com.au/keep-my-insurance that you wish to retain your insurance cover.

Unless you've reached your preservation age and 39 weeks, the most you can request to withdraw is \$10,000 (before tax) or the maximum eligible claim amount as calculated by Australian Retirement Trust. Estimated before tax withdrawal from your account is calculated as: (Amount A x 26 plus Amount B) x 1.282

Applicable tax will be taken out of the amount approved (up to 22% provided that we have your TFN). For most people, this means the maximum net amount you may receive is \$7,800.

If your requested withdrawal amount is more than your maximum eligible claim amount as calculated by Australian Retirement Trust, we will contact you to discuss before proceeding.

Important

Note: Your account balance is calculated by multiplying the number of units you have in each investment option by the unit price for each option. As unit prices are calculated on a daily basis, the total amount paid out of your Australian Retirement Trust account may be different to previously supplied balance estimates.

For members with a Defined Benefit: If your claim is approved, payment can only be made from your Additional Accumulation account balance.

9 Your payment details

If your payment is approved we will pay directly into your Australian bank or credit union account. Please complete the sections below for the account you would like us to pay to and provide proof of your account.

Financial institution

Name on the account

BSB number

Account number

AND I have attached:

a copy of a document prepared by my Australian bank or credit union showing my BSB number, account number, account name and address, and is no more than 12 months old.

Important: For us to pay your benefit into your Australian bank or credit union account we require you to provide a document from them, such as a statement or online statement.

The document must be current and no more than 12 months old and show your BSB, account number, account name and address. A copy of the original document can be accepted

and doesn't need to be certified. Your claim cannot be processed via direct transfer without this.

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

If the bank or credit union rejects the payment of your money, or if you don't provide proof of your account, we'll pay you by cheque and may take longer than payments made electronically.

➔ Please continue over page

10 Confirming your identity

Before you're able to withdraw money from your super account, by law, Australian Retirement Trust needs to verify your identity. This is why we request that you provide us with a certified copy of your driver's license or passport. In some cases, identification documents may not be sufficient for us to process your request, for example, if they have not been correctly certified. This can result in delays in processing your payment while we contact you for further information.

With your consent, Australian Retirement Trust can use Equifax IDMatrix to verify your identity electronically. This program uses data held in places such as the Electoral roll, White pages, Department of Transport, the Passport Office, and Equifax credit information files to verify your details.

As part of the electronic verification process, your document details (for example, your driver's licence number) will be submitted to the Australian Government's Document Verification Service (DVS). The DVS is a national online system that allows organisations to compare a customer's identification with a government record. More information about the DVS is available on their website dvs.gov.au

By checking this box, I consent to my identity being verified electronically. I acknowledge that the document details I provide as evidence of my identity will be checked with the relevant body. This includes consent for the personal information you have provided, such as name, date of birth and residential address, to be verified against personal information contained in your credit information file. Note that Australian Retirement Trust will not access your credit related information such as credit card and loan applications.

If you don't want us to be able to verify your identity electronically if required, that's fine too. Make sure you read the information at art.com.au/id for acceptable identification documents and certification requirements.

11 Checklist

So that your application can be processed as quickly as possible, please complete the following checklist to ensure you've completed all of the necessary sections and all required information has been supplied.

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Have you included your Services Australia CRN in section 1? | <input type="checkbox"/> Have you provided the date you ceased employment in section 2? |
| <input type="checkbox"/> Have you completed all the mandatory fields and physically signed and dated this form? | <input type="checkbox"/> Have you read the How to make a claim pages, including impacts to my insurance and tax payable? |
| <input type="checkbox"/> Have you attached your certified proof of identity documents including any linking documents if you have changed your name?
Remember: failure to provide certified copies of these documents will result in your payment being delayed, while we attempt to contact you. | <input type="checkbox"/> If you want to claim a tax deduction, have you completed the Intent to Claim a Tax Deduction form in Member Online? |
| | <input type="checkbox"/> Have you attached proof of your Australian bank or credit union account details if you want us to deposit into your account? |

Please note: All certified proof of identity documents must be mailed to us.

12 Authorisation and declaration Sign this application form and return to Australian Retirement Trust:

Declaration for all claim types

By signing this request form, I am making the following statements:

- I have not received a severe financial hardship benefit from Australian Retirement Trust or any other fund in the past 12 months.
- I declare I have fully read this form and the information completed is true and correct.
- Where the full balance of my account is paid from Australian Retirement Trust, I hereby release Australian Retirement Trust from any further liability to me or my executors, administrators or dependants in respect of my participation in the Fund and request and authorise the termination of my membership in the Fund. I understand that by doing this, my insurance cover (if any) will end.
- I approve the deduction of any applicable tax from the benefit paid. I am aware of taxes that may apply.
- I have informed Australian Retirement Trust of any intent to claim a tax deduction for my contributions.
- I am a citizen or permanent resident of Australia or citizen of New Zealand.
- I have considered the fees, taxes and charges, effect on insurance cover and the implication to my benefit entitlement prior to applying for the early release of my super due to severe financial hardship. I do not require further information and authorise the withdrawal to proceed.
- I am unable to meet 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.

Preservation age and employment declaration (claim type 2 only)

- I wish to apply under claim type 2.
- I declare that I am at least my preservation age.
- I am unemployed or employed for less than 10 hours per week.

Services Australia customer consent for all claim types

Authorisation and Declaration:

I authorise:

- Australian Retirement Trust to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details.
- Services Australia (the agency) to provide the results of that enquiry to Australian Retirement Trust.

I understand that:

- The agency will disclose information to Australian Retirement Trust 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.
- The agency will disclose to Australian Retirement Trust my personal information including my name, date of birth and payment status.
- This consent, once signed, remains valid while I am a customer of Australian Retirement Trust unless I withdraw it by contacting the Australian Retirement Trust or the agency.
- I can get proof of my circumstances/details from the agency and provide it to Australian Retirement Trust so that my eligibility for early release of superannuation on the grounds of severe 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 early release of superannuation on the grounds of severe financial hardship provided by Australian Retirement Trust.

Please note: If you ceased work due to sickness or injury, call us on 13 11 84 before sending us your application.

Member to sign here*



Full name (print in BLOCK letters)*

Date (DD/MM/YYYY)*

We aim to process all payments within 7–10 working days of receiving all the required information. In busy periods this may take longer.

Please return the form to Australian Retirement Trust Reply Paid 2924 Brisbane Qld 4001