



What is Financial Hardship?

If you are finding it hard to meet immediate family living expenses or you have outstanding debts then you may be eligible for early release of super due to financial hardship. Please be aware that the decision to release funds rests solely with Diversa Trustees Limited, an external Trustee appointed by Future Super. Accessing superannuation is highly regulated, and it often takes the Trustee more than a month to reach a determination after all documents are received. For the most timely response to your claim, please read this information carefully and contact Future Super with any questions.

1. AM I ELIGIBLE?

You may be eligible for early release of super if you can answer yes to all the following:

-  I have not received a financial hardship payment in the previous 12 months
-  I am unable to pay reasonable and immediate family living costs
-  I have been receiving payments from Centrelink for a period of 26 consecutive weeks.
-  I have outstanding debts including bills, credit card debt, personal debts, electricity, gas, phone, car repayment, medical expenses, school fees, rent
-  I am able to demonstrate that I am in arrears on a weekly basis

2. I'M ELIGIBLE...WHAT'S NEXT?

1. Contact the Member Advocacy team for the following forms

- Financial Hardship Application Form
- Statutory Declaration (if applicable)

2. Complete the checklist below & attach your supporting documentation including:

- Certified ID (licence, passport, proof of age card)
- Proof of debt to demonstrate the amount you wish to withdraw
- Q230 letter from Centrelink stating you have been receiving payments for 26 weeks
- Proof of income (bank statement, income statement from Centrelink, payslips)
- Rental agreement (if applicable)-if you are living with a family member or friends, we will require a Statutory Declaration describing the living agreement

3. Post your completed application to our office



FUTURE SUPER PO Box
1282, Albury, NSW 2640

4. Once we receive your documents we will submit your application to the Trustee. You should expect to hear a response from us within 4 weeks of your application being submitted to the Trustee.



Please note that documentation must be no older than 60 days, excluding the Q230 letter, which can be no older than 21 days

3. WHAT KIND OF DEBT CAN BE ASSESSED?

- Any outstanding bills or money owed
- Outstanding amounts that are part of a repayment plan/scheme are considered an expense and not a debt





4. WHO CAN CERTIFY DOCUMENTS?

- Police Officer
- A Notary Public Officer or a Commissioner of Declarations
- A permanent Postal Services Officer with 2 or more years of continuous service who is employed in an office supplying postal services to the public
- An authorised representative of an Australian financial services license having 2 or more years of continuous service with one or more licensees
- A member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership
- Registered Justice of the Peace
- A registrar or a deputy registrar of a court

5. WHAT HAPPENS IF I DON'T HAVE ANY OVERDUE DEBTS BUT I AM STILL UNABLE TO MAKE ENDS MEET?

 Financial Hardship applications are generally assessed based on outstanding debts

 The Trustee may take into account your weekly expenses and your weekly income

 You may have the option of providing evidence of immediate living expenses you need to cover such as:

- Bond/rent to get into stable housing
- Everyday expenses for a dependent e.g., school fees, costs of educational material such as books and uniforms
- Medical expenses
- Debt repayment amounts

6. HOW MUCH SUPER CAN I WITHDRAW



- Up to \$10,000 (less tax) provided you can show evidence that you require this amount to relieve your severe financial hardship
- The full balance of your account if the balance is below \$10,000

7. HOW MUCH TAX WILL I PAY ON MY WITHDRAWAL



If you have not yet reached your preservation age and retired, any lump sum withdrawal will be taxed at 22%

8. WHAT HAPPENS IF NONE OF THE ABOVE APPLIES TO ME BUT I AM STILL IN FINANCIAL HARDSHIP?

You may be eligible to apply for early release of super due to compassionate grounds if the following applies to you

- You need to pay for a medical treatment for you or a dependent
- You need to make a payments to prevent you from losing your house
- Modify your home or vehicle for you or a dependent due to disability
- Pay for a expenses associated with funeral, death or burial
- For more information and how to apply, please contact the ATO-www.ato.gov.au

 **Please submit any additional documents which you believe may be helpful to your application**

 **If you require assistance with your application or you have any questions, please get in touch on the number below**

 **Please be aware that financial hardship applications may take up to 4 weeks to process**

