

Severe financial hardship application form

Mason Stevens Limited ABN 91 141 447 207 AFSL 351578

Mason Stevens Super ABN 34 422 545 198 RSE Registration Number R1004168

Trustee: Diversa Trustees Limited ABN 49 006 421 638 RSE License Number L0000635 AFSL License 235153

How to use this form

Use this **form** to apply for an early release of your superannuation benefits held in Mason Stevens Super

Complete all sections, and return this form to Mason Stevens Member Services together with **copies of Supporting Documentation**.

EARLY RELEASE OF SUPER DUE TO SEVERE FINANCIAL HARDSHIP: HOW TO MAKE A CLAIM

In certain circumstances, the Trustee of Mason Stevens Super may be able to release a portion of your benefit to help you meet reasonable and immediate living expenses.

Before you make an application to the Trustee, the first thing to do is check if you're eligible to make a claim. Have/are you:

- » Receiving an Australian Commonwealth Income Support Payment for at least the past 26 weeks?
- » Unable to meet reasonable and immediate family living expenses?
- » Not received a payment for a severe financial hardship claim from Mason Stevens Super the previous 12 months?

If you answered yes to the three questions above, you are eligible to apply.

Before you complete this form and make your application to the Trustee for early release of your superannuation benefit it is important you read the following information.

There are strict guidelines in place for assessing Early Release applications, and you should understand these guidelines before you submit your application.

The Early Release of Superannuation Benefits on the grounds of Severe Financial Hardship was introduced to assist Australians who are having difficulty in meeting their family living expenses. It was not designed as a means for easy access to your superannuation benefit.

WHAT IF I AM NOT ELIGIBLE?

If you did not answer yes to all three questions above, then you are not eligible to apply. If the expenses related to your financial hardship are listed below, you may wish to contact Department of Human Services, to discuss the release of your benefits on specified compassionate grounds:

- » Medical Treatment
- » Medical Transport
- » Mortgage Assistance
- » Modifications to your home and/or motor vehicle (due to disability)
- » Funeral Assistance

- » Care for Terminal Medical Condition

For more information on the above, please contact Department of Human Services on 1300 093 739, or via email at ERSB. Confirmation@humanservices.gov.au

HOW DO I APPLY FOR EARLY RELEASE DUE TO SEVERE FINANCIAL HARDSHIP?

Step 1: Before you can apply, you will need the following documents:

Original letter from the appropriate Government agency that is no more than 21 days old, confirming your income support payments.

- » Certified Proof of Identity (See below for details)
- » Certified copy of a bank document showing your BSB, account number and account name. The copy cannot be more than 60 days old, however you can cover up the financial details if you prefer.
- » Certified Proof of Income. (e.g. Pay Slips, Centrelink Income Statement). Copies cannot be more than 60 days old.
- » A valid "Q230 letter" from Centrelink that is less than 21 days old.
- » If you have changed your name and not advised us previously, you will need to provide a certified copy of your marriage certificate, deed poll or change of name certificate.
- » Evidence that supports the payment request (e.g. copies of overdue bills (ie. Utility bills), demand notices, letters of default. Please do not send originals). Copies cannot be more than 60 days old.

What does certified mean?

If you provide us with a non-original copy of your ID documents or supporting paperwork, you must have them certified. That means the certifier must:

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



What is an acceptable identification document?

Your current driver's licence or current passport (please copy and certify both front and back section if relevant) OR your birth certificate, Australian birth extract, Citizenship certificate or current Centrelink pension 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) showing your name and current residential address.

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:
 - » Australia Post permanent employee
 - » Financial Institution Officer (eg bank employee)
 - » Australian Financial Services Licensee, authorized representative or officer.

Step 2: Complete the Severe Financial Hardship payment application form

Please take note of these important things to remember:

Your details

Legislation states that we may not be able to process your claim without a correct residential address noted. A PO Box is not a residential address.

Financial information questionnaire

You need to prove to the Trustee that you are unable to meet reasonable and immediate family living expenses based on your current income and assets.

The Trustee bases its decision on the information provided by you. If there is insufficient evidence, your application may not be approved.

When providing evidence of expenses, it is important that they are reasonable and immediate. For example, rates notices, electricity bills, telephone bills or outstanding credit card bill (only the minimum amount due is considered as immediate, not the total balance).

Any evidence provided must not be older than 60 days from date of issue. Documents older than 60 days will not be used to calculate any entitlement to severe financial hardship payment. Likewise, the Trustee is unable to accept a quote of amount owed.

If you are claiming a private personal debt owed to a friend or family member, the lender must provide a Statutory Declaration identifying the debt. The declaration must include:

- » Full name and address of the lender;
- » The purpose of the loan;
- » Amount of the loan;
- » The date the loan was made;
- » The balance of the loan that remains outstanding; and
- » The terms of repayment.

The person who lent the money must make this declaration, not the member. All the above information must be included, for this debt to be included for the purpose of assessing your eligibility for a Severe Financial Hardship application.

A Statutory Declaration form can be obtained from any Australian Post Office.

The information provided in your application will be used solely for determining whether you are experiencing severe financial hardship. The information will not be made available to any other person, (except under an order of a court).

Want your application to be assessed quickly?

To ensure your application is assessed as soon as possible, please ensure that you complete all fields on the application form and provide all requested documents, including the Certified Proof of Identity.

Any missing information and/or documents will result in the assessment being delayed while we request them again.

Documents must be clear and legible. If we are unable to read the documents or clearly ascertain your details, this may cause delays in your claim.

Australian Commonwealth income support payments

To be able to make a claim for Severe Financial Hardship, you will need to provide evidence you have been in receipt of an Australian Commonwealth Income Support Payment. Please contact the appropriate Government Agency to arrange the appropriate letter.



Payments that qualify as income support, for the purpose of severe financial hardship

Social Security Benefits (allowances)

Contact Centrelink Employment Services on 13 28 50

- » Partner allowance
- » Mature age allowance (granted after 01/07/96)
- » Special benefit
- » Widow allowance
- » Newstart allowance
- » Sickness allowance
- » Parenting allowance (other than parenting allowance that is paid at the basic rate independently of the spouse's income)

Social Security Pension

Contact Centrelink Retirement Services on 13 23 00

- » Age pension
- » Disability support payment
- » Wife pension
- » Carer pension
- » Mature age allowance (granted prior to 01/07/96)
- » Mature age partner allowance
- » Bereavement allowance
- » Widow B pension
- » Disability wage supplement
- » Special needs pension

Service Pension

Contact Centrelink Retirement Services on 13 23 00

- » Age service pension
- » Invalidity service pension
- » Partner service pension
- » Carer service pension

Income Support Supplement

Contact Department of Veteran Affairs on 13 32 54

An income support supplement paid by the Department of Veteran's Affairs.

Payments that do not qualify

Some payments such as Family Assistance and AUSTUDY do not qualify. If you are in doubt, please contact the appropriate Government department on the phone numbers above.

Have you received a severe financial hardship payment recently?

You can only receive one payment for financial hardship in any 12 month period. If you have received a payment in the previous 12 months, please do not proceed any further as your claim will not be considered.

The Trustee is only allowed to approve the release of superannuation benefits up to the amount of \$10,000. The Trustee also requires the full completion of this form along with the above information in order to submit this application.

Taxation

How any benefit that may be paid will be taxed depends on your age and the components of your super. If you are under age 60 we may be required to deduct tax on the taxable component of your severe financial hardship benefit payment. Consult your accountant and/or financial planner for details on the tax treatment for your personal circumstances.

Privacy

When we collect your personal information, it is securely stored and will only be used and disclosed to authorised personnel, service providers and third parties in order to:

- » administer your superannuation account

- » benefit payments
- » direct marketing

For a copy of the Privacy Policy, visit www.masonstevens.com.au/super or contact us on 1300 491 766. Our Privacy Policy sets out how you can access information about your benefit and personal details, correct any information which is inaccurate or out-of-date and information on our privacy complaints process.

Declarations & signature

You must complete, sign and date the form and return it to Mason Stevens Super.

Contact details

Mason Stevens Super Member Services

T: 1300 491 766

E: admin@mssuper.com.au

P: PO Box R1237, ROYAL EXCHANGE, NSW 1225.

Further details are provided in the relevant Insurance Guide available on website: www.masonstevens.com.au/super

If you wish to make other changes to your superannuation membership, or have any questions about completing this form, please contact Member Services on 1300 491 766.

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Severe financial hardship application form

Member details

1

Member Number (if known) Date of birth

Title Mr Mrs Miss Ms Other

Given name(s) Surname

Residential Address

Suburb State Postcode

Country

Dependants

2

List the name of each of your dependants

Spouse/Partner	Child 1	Child 2	Child 3	Child 4
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

List the age of each of your dependants

Spouse/Partner	Child 1	Child 2	Child 3	Child 4
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please list your dependants (if more than four, please attach list)

Financial information

3

Please explain briefly the reason behind your financial hardship and how you will use the money, if it was released.



Payment options

4

Please complete all sections and attach your valid Centrelink or Department of Veteran's Affairs (DVA) letter. We require the original letter or a certified with an original signature by a JP or Solicitor as being a true copy of the original document and a certified copy of your Driver's License, or Passport.

Amount Required \$

(Cannot exceed \$10,000 within a 12 month period).

Payment details

5

If your payment is approved, please provide;

Bank Account Details

Account Name

BSB Number

Financial Institution

Type of Account

Account Number

I have attached a certified copy of paperwork no more than 60 days old, prepared by my bank showing my BSB number, account number and account name.

Current financial information

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Assets

Own Home

Investment Properties

Savings

Vehicle(s)

Make

Model

Year of Manufacture

House Contents

Shares/Investments

Other (provide details)

Total Assets

Weekly Income (please supply evidence

eg. Payslips, Centrelink letter)

Combined weekly income (after tax)

You

Your Partner

Your Dependants (if applicable)

Income Support Payments

Other Income (detail below)

Total Weekly Income



Total Liabilities (evidenced by bank/credit card statements no older than 60 days)

Home Loan	\$
Investment Loan	\$
Personal Loans	\$
Credit Card Balances	\$
Other debts (detail below)	\$
	\$
	\$
	\$
Total Liabilities	\$

Total Living Expenses (weekly expenses for you, your partner and dependents)

Rent/Board/Rates	\$
Minimum credit card and loan repayments	\$
Groceries	\$
Vehicle Costs (petrol/registration)	\$
Utilities (electricity/gas/phone/water)	\$
Insurance (house/health/car)	\$
Other (detail below)	\$
	\$
Total Expenses	\$

Please attach copies of any supporting evidence for figures noted above. For more information, please refer to [page two](#).

Tax file number (TFN) details

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(only complete if you have not already provided your TFN)

I CERTIFY THAT: (tick whichever applies)

My TFN is:

I understand, I am not obligated to provide my TFN and that this information will be used strictly for the purpose of compliance with Australian Taxation Laws and not for any other purpose, OR

I do not wish to release my TFN for the purpose of calculation of any tax liability and understand that accordingly, my benefit will be taxed at the top marginal tax rate as provided under the tax legislation

Declarations & signatures

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I declare that:

- » I am unable to meet my reasonable and immediate family living expenses and that I do not have any assets (apart from my home) which could (reasonably and realistically speaking) be used or sold to cover this gap; and
- » The amount that I am requesting to be released is necessary to meet this reasonable and immediate family expense; and
- » The information I have given on this form and any accompanying information is true and correct; and
- » I consent to the collection and disclosure of my personal information for the purposes outlined on this form, and understand and accept the information may be shared with staff and providers of Mason Stevens Super; and
- » I understand that the personal information that I have provided on this form will be used for the purpose of administering my account; and
- » Mason Stevens Super may use my email address to provide me with information about the Fund and my membership; and
- » I have read and understood the important information at the front of this form.

Member's Signature

Date



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If you have any questions regarding this form or your membership, please contact us on 1300 491 766.
Please return the completed and signed form to Mason Stevens by:
Email: wealth@masonstevens.com.au | Fax: 02 8270 0298
Post: Mason Stevens PO Box R1237, ROYAL EXCHANGE, NSW 1225

