

# Financial Hardship Application Form

## Application guidelines

Your superannuation is designed to provide for you in retirement, so generally you're unable to access it until you permanently retire or meet another condition of release. However, there are some circumstances where you may be able to access your super early, and experiencing severe financial hardship is one of them.

### How do I apply to access my super due to severe financial hardship?

#### Step 1: Locate your Centrelink Customer Reference Number (CRN) and Tax File Number (TFN)

You'll need these when completing your application form.

#### Step 2: Complete the application form

You're required to complete the financial hardship application from page 6.

#### Step 3: Provide proof of your identity

There are two ways you can provide your proof of identity:

- 1 Have your identity electronically verified using your current driver licence or passport number (more information on page 8), or
- 2 Provide certified paper copies of your proof of identify documents (more information on page 5).

#### Step 4: Send us your completed application (page 6–9)

Forms can be returned via email, FirstNet or post. Please contact us if you require assistance logging into FirstNet.

#### Please return your completed application to us online or via post:

- 1 **Email:** [cfsearlyrelease@cfs.com.au](mailto:cfsearlyrelease@cfs.com.au)
- 2 Upload to FirstNet
- 3 **Reply paid post:**  
Colonial First State  
Reply Paid 27  
Sydney NSW 2001
- 4 **Registered mail, overseas or express post:**  
Colonial First State  
GPO Box 3956  
Sydney NSW 2001

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## Do I qualify for early release of my super?

We can only grant you an early release of your super benefit on grounds of financial hardship in the following two circumstances:

### Claim type 1

- 1 You've been receiving an eligible Commonwealth income support payment continuously for the last 26 weeks (see page 2 for eligible payments), and
- 2 You're unable to meet reasonable and immediate family living expenses (expenses that need to be paid and which you cannot pay because of financial hardship), and
- 3 You've not received any financial hardship payments from the fund in the last 12 months.

### Claim type 2

- 1 You've reached age 60, and
- 2 You've received an eligible Commonwealth income support payment for a total of at least 39 weeks after reaching age 60 (see page 2 for eligible payments), and
- 3 You're not gainfully employed on a full-time or part-time basis. Gainfully employed means employed or self-employed for gain or reward (in any business, trade, profession, vocation, calling, occupation or employment) for at least 10 hours each week.

**Note:** If you do not qualify, please refer to page 3 for information on ATO benefit releases on compassionate grounds.

## How much can I withdraw?

### Claim type 1

- The minimum amount that can be withdrawn from the fund is \$1,000 and the maximum amount is \$10,000.
- If your super balance is less than \$1,000 you can withdraw your total account balance

### Claim type 2

- There are no limits to the amount you can apply to withdraw.

**Note:** If you're under 60 years old, we will withhold tax on the taxable component of your withdrawal at a rate of 22%. See 'How much will my early withdrawal be taxed?' for more information.

For example, if you apply to release \$10,000, and are taxed at 22% on the whole withdrawal, then you will receive an after-tax amount of \$7,800.

## How much will my early withdrawal be taxed?

We may be required to deduct tax from your financial hardship benefit. The tax payable will depend on the components of the benefit being released and your age. If you're age 60 or over, no tax is withheld or payable on your financial hardship benefit.

If you're under age 60, we must withhold tax at a rate of 22% on the taxable component of your withdrawal. Your actual tax payable may be less than this, and if so, you may receive a refund of tax from the ATO after you lodge your tax return.

For more information please refer to the Product Disclosure Statement (PDS) available at [www.cfs.com.au](http://www.cfs.com.au) or by calling us on 13 13 36.

## What are eligible income support payments?

### Income Support Payments

- Age Pension
- Carer Payment
- Disability Support Pension
- JobSeeker Payment
- Parenting Payment
- Special Benefit

### Department of Veterans Affairs payments

- Income Support Supplement
- Service Pension

### Allowances

The following allowances are income support payments:

- Farm Household Allowance
- Partner Allowance
- Widow Allowance

### Income Payments that are not eligible

- Veteran Payment
- Austudy / Abstudy or other youth allowance payments in relation to full time study

Services Australia (Centrelink) will be able to tell you whether the particular payment you receive qualifies. To demonstrate your eligibility, you'll need to provide us with your Customer Reference Number (CRN) on your application.

### Customer Reference Number (CRN) and Customer Confirmation eService (CCeS)

To confirm whether you've been paid an eligible income support payment, we use the CCeS.

To confirm your details on CCeS, we'll use your name, date of birth and your CRN.

When accessing your details on the CCeS, we will take care to protect your personal information in line with our Privacy Policy as well as, but not limited to the *Privacy Act 1988*. This means we can't disclose your CRN to anyone other than Services Australia (Centrelink) or use it for any purpose other than to verify whether you've received eligible Commonwealth income support payments for the period required to be eligible to access your benefits on the grounds of severe financial hardship.

To obtain your CRN you'll need to contact Services Australia (Centrelink).

The relevant Customer numbers are:

- **Centrelink Employment Services Line**  
13 28 50
- **The Department of Veterans Affairs**  
1800 838 372

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## What is the impact on insurance cover?

- If your balance is less than \$1,000, we will release the entire balance to you and close your account.
- If your account is closed any insurance cover attached to your account will end.
- If your insurance cover ends, you will only be able to claim for an insured event which occurred before your cover ended.
- If you would like to keep your insurance cover, you can choose to leave enough money in your account to pay the premiums for your cover.

## How do we handle your personal information?

The personal information you provide to us on the following form will only be used in accordance with privacy statements in the relevant Product Disclosure Statement (PDS). For details on how we handle your personal information please refer to our Privacy Policy available on your website at [cfs.com.au/privacy](https://cfs.com.au/privacy). You should refer to this information before completing the form. If you have any concerns about your rights under the privacy legislation, please call us on 13 13 36.

## What is ATO early release of super on compassionate grounds?

If you do not qualify for early release of your superannuation benefits on the grounds of severe financial hardship, you may consider applying to the Australian Taxation Office (ATO) for early release of some of your super on compassionate grounds. Compassionate grounds include needing money to pay for:

- medical treatment and medical transport for you or your dependant,
- palliative care for you or your dependant,
- making a payment on a home loan or council rates so you don't lose your home,
- accommodating a disability for you or your dependant,
- expenses associated with the death, funeral or burial of your dependant.

You can contact the ATO to check whether you are eligible. If you are, you can apply for release of benefits via MyGov. For further information, refer to the ATO website ([www.ato.gov.au](https://www.ato.gov.au)).

### Before applying for a payment it's important to consider:

- How it will impact your retirement
- If you'll need to pay more tax
- Any impacts it may have on benefits you're receiving e.g. Centrelink, work cover
- How it will impact your insurance cover

## Want to find out more?

Please speak with your financial adviser or visit our website at [www.cfs.com.au](https://www.cfs.com.au). Alternatively, you can contact us on 13 13 36

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## Proving Your Identity

As custodians of your superannuation savings, we may need you to prove your identity from time to time. If you're not proving your identity electronically (as described in Section 6 Option 1) there is another option for doing this.

### Option 2 – I want to provide paper copies of certified documents

You can prove your identity by posting or uploading to FirstNet a certified copy of:

One of the following documents:

- Current Australian driver licence
- Current Proof of Age card
- Current passport (Australian passports can have expired in the last two years)

#### OR

One of the following:

- Birth certificate or birth extract
- Citizenship certificate issued by the Australian Government
- Pension card issued in your name by Services Australia that entitles you to a financial benefit

**AND** one of the following:

- Notice issued by Services Australia that shows a financial benefit has been provided to you (issued within the last 12 months)
- ATO notice of assessment (issued within the last 12 months)
- Local council rates notice (issued within the last three months)
- Electricity or gas notice (issued within the last three months)

**Please note the above documents must contain your current name and address. If you're having difficulty proving your identity, please contact us on 13 13 36 to discuss your options.**

#### For more information

If you have any questions about this factsheet, please contact us on 13 13 36.

## Who can certify my documents

In Australia, the following people are able to certify your documents:

- Chiropractor, dentist, solicitor, medical practitioner, nurse, patent attorney, pharmacist, physiotherapist, psychologist, veterinary surgeon, Justice of the Peace, police officer, magistrate, notary public,
- Employee of Australia Post (with two or more years of continuous service),
- Your financial adviser (provided they have two or more years of continuous service),
- Your accountant (provided they hold a current membership to a professional accounting body),
- An officer of a bank, building society, credit union or finance company provided they have two or more years of continuous service,
- Australian consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955).

## What should my certified documents look like?

After the certifier views your original identification documents, they will:

- Write or stamp 'True copy of the original document',
- Sign and date the document,
- Write their name and qualification,
- Apply a registration number (if applicable to their certifying authority, e.g. Justice of the Peace, reg #123456, CPA #123456), and/or company/ employer name, and
- Apply a stamp (if applicable to their certifying authority).

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# Financial Hardship Application Form

[SAVE FORM](#)[PRINT FORM](#)

Please use a dark pen and CAPITAL letters. Insert ☒ when you have to choose an option.  
If you have any questions please call us on 13 13 36

## 1 YOUR PERSONAL DETAILS

Account number

Title    Mr ☐    Mrs ☐    Miss ☐    Ms ☐    Other 

Given name(s)

Surname

Date of birth

dd/mm/yyyy

Mobile phone number 

Current postal address

Email Address

## 2 TAX FILE NUMBER

You're not obliged to disclose your Tax File Number (TFN), but there may be tax consequences including additional tax on a financial hardship payment if it has not been provided. Refer to the Product Disclosure Statement (PDS) for information on the implications of not providing your TFN.

Tax File Number (if you have not previously provided it)

We are authorised under the Superannuation Industry (Supervision) Act (Cth) to collect your TFN for this application. We may also use your TFN to administer other superannuation accounts or investment accounts you hold with us in the future. Where we use your TFN in this way, we will only use it for legal purposes, such as to calculate tax on your benefits, provide information to the Commissioner of Taxation or search for your other super accounts.

### 3 CLAIM TYPE AND AMOUNT<sup>1</sup>

Please pick only one type of claim you want to make by crossing the relevant box.

If you do not meet all the criteria for at least one claim type below, you'll not be eligible for early release of superannuation on grounds of financial hardship.

Please call us on 13 13 36 and we can check your Centrelink status for you

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#### CLAIM TYPE 1

I declare that I:

1. have been receiving an eligible Commonwealth income support payment continuously for the last 26 weeks (see page 2 for eligible payments),

AND

2. am unable to meet reasonable and immediate family living expenses (expenses that need to be paid and which I cannot pay because of financial hardship),

AND

3. have not received any other financial hardship payment from this fund in the last 12 months.

I wish to apply for a **gross** (before tax) amount of

- The minimum amount that can be withdrawn from the fund is \$1,000 and the maximum amount is \$10,000.
- If your super balance is less than \$1,000 you can withdraw your total account balance.
- If you would like your total account balance, please write TOTAL BALANCE. This will close your account.
- If you withdraw your total account balance, any active insurance cover will be cancelled. If you would like to keep your insurance cover, you can choose to leave enough money in your account to pay the premiums for your cover. See page 3 for more information regarding the impacts on insurance cover.
- If you're under 60 years old, we will withhold tax on the taxable component of your withdrawal at a rate of 22%. See 'How much will my early withdrawal be taxed?' for more information. For example, if you're under age 60 and apply to release \$10,000, assuming the whole withdrawal is taxable component we will withhold tax at the rate of 22%, and you'll receive an after-tax amount of \$7,800.

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#### CLAIM TYPE 2

I declare that I:

1. have reached age 60,

AND

2. have received an eligible Commonwealth income support payment for a total of at least 39 weeks after reaching age 60 (see page 2 for eligible payments),

AND

3. am not gainfully employed for 10 or more hours each week.

I wish to apply for an amount of

- There are no limits to the amount you can apply to withdraw.
- If you would like to withdraw your total account balance, please write TOTAL BALANCE. This will close your account.
- If you withdraw your total account balance, any active insurance cover will be cancelled. If you would like to keep your insurance cover, you can choose to leave enough money in your account to pay the premiums for your cover. See page 3 for more information regarding the impacts on insurance cover.
- As you are aged 60 or over, the amount withdrawn will be tax free.

### 4 PAYMENT INSTRUCTIONS

Your instructions in this section override previous instructions.

You can only nominate a bank account that is held in your name. This includes a joint account where you are one of the account holders.

Account holder name

Branch number (BSB)

Account number

**Please note:** If no bank details are provided, a cheque will be issued to your address on file.

<sup>1</sup> Your early release withdrawal will be made in line with existing auto-rebalancing weightings (if any are placed on the account). If not, the withdrawal will be made in line with your investment allocation on the date of transaction unless advised otherwise. If you hold funds in any active Term Deposit, we will exclude this from the transaction unless the amount requested cannot be fully funded by other investment options on your account.



## 5 CENTRELINK REFERENCE NUMBER

**Please note:** We need your Centrelink Customer Reference Number (CRN) as well as your authorisation to use that number so we can confirm that you have been receiving eligible Commonwealth income support payments.

My Customer Reference Number (CRN) is

Please call us if you are receiving an eligible income support payment but do not have a CRN.

## 6 PROVING YOUR IDENTITY

If you've not previously provided proof of your identity to us, you'll need to do so before we can pay you your benefit. Proving your identity ensures your benefit is paid to you and no one else. There may be times we need to contact you to further verify your identity. **Select one option to prove your identity:**

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### Option 1 – I want to use electronic verification

Provide details of EITHER your current valid Australian Driver Licence or Australian Passport. Please add front and back of document.

Full name as appears on my driver's licence

Licence number

State of issue

Expiry date

Card number

or

My Australian passport number is

Place of birth (as shown on your passport)

Country of birth (**not** shown on your passport)

Family name at birth (**not** shown on your passport)

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### Option 2 – I want to provide paper copies of certified documents

Please ensure that you provide photocopies of your original identification documents and that they are correctly certified. Each page must be certified as a true copy. Find further information on Page 10 for providing certified identification.

We are required by law to verify your identity before we can process your instructions. This means your personal information will be provided to an authorised third party to use the Australian Government Document Verification Service that matches government-issued identification documents (e.g., passport, driver's licence, birth certificate, Medicare, social security) with the issuing government agency. This information and the search results are retained by us to comply with our identification and record-keeping requirements. By signing this form, you give your consent for your identity information to be verified electronically through the Australian Government Document Verification Service. Your personal information will be handled in accordance with our privacy policy, which includes our Privacy Collection Notice. Please click 'Privacy' at the bottom of any webpage on the CFS public website. If you have any further questions, please contact us by calling our Service Centre on 13 13 36. You can find more information about the Document Verification Service at [www.dvs.gov.au](http://www.dvs.gov.au).

## 7 DECLARATION AND SIGNATURE

I declare that:

- All details in this form are true and correct
- I have read and understood the important information contained in this form
- If this form is signed under an authority provided under a legally binding authority, such as a Power of Attorney or a Guardianship, the authority holder declares that they have not received notice of revocation of that power (a certified copy of the document should be submitted with this application unless we have already sighted it)

I authorise:

- Avanteos Investments Limited (AIL) to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details, and
- Services Australia (the department) to provide the results of that enquiry to AIL.

I understand that:

- The department will use information I have provided to AIL to confirm my eligibility for early release of superannuation on the grounds of financial hardship based on whether I have been in receipt of an eligible Centrelink payment for a specified period.
- The department will disclose to AIL my personal information including my name, date of birth and payment status.
- This consent, once signed, remains valid while I am a customer of AIL unless I withdraw it by contacting AIL or the department.
- If I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for an early release of super benefits on the ground of financial hardship by AIL.
- Service providers based overseas who are contracted by AIL will use my personal information in the processing of this form.
- I may sign this form by electronic signature.

Original signature of member

Print name

  

Date signed

## 8 CHECKLIST AND HOW TO RETURN FORM

Before you post or upload this form to FirstNet please use the following checklist to ensure that you've completed all of the necessary sections and all required information has been supplied.

**Note: Failure to complete any of the required sections may delay the application being processed.**

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This application has been completed in full (pages 7–10).

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I have provided the amount I wish to withdraw in section 3 (note the amount you receive may be less than you request due to tax).

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I have **provided my CRN details and signed section 5** to authorise AIL to verify my CRN details.

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I have included all of my certified identification or provided authorisation for AIL to validate my identification independently in Section 6.

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I have provided a copy of my identification document front and back.

**Please return your completed application (page 7–10) to us online or via post:**

1. Email:  
cfsearlyrelease@cfs.com.au
2. Upload to FirstNet
3. Reply paid post:  
Colonial First State  
Reply Paid 27  
Sydney NSW 2001
4. Registered mail, overseas or express post:  
Colonial First State  
GPO Box 3956  
Sydney NSW 2001

