

Application guidelines

Your super is designed to provide for you in retirement, so generally you're unable to access it until you permanently retire or meet a condition of release. However, there are some circumstances where you may be able to access your super early, and needing money to pay for medical treatment or unpaid expenses in particular situations (compassionate grounds) is one of them.

How do I apply to access my super on compassionate grounds?

Step 1: Check you're eligible for early release of super on compassionate grounds (more information in below section 'Do I qualify for early release of my super on Compassionate Grounds?').

Step 2: Apply online with the Australian Taxation Office (ATO) for the early release of your super on compassionate grounds.

Step 3: Print and complete this form from page 3, after receiving your approval letter from the ATO. The ATO will also let us know if your request is approved, however we still need this form to process your request.

Step 4: Provide proof of your identity (more information on page 5) by:

- Verifying your identity electronically using your current driver's licence or passport number, or
- Providing certified paper copies of your proof of identify documents.

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

Online	Upload a scanned copy on NetBank: <ol style="list-style-type: none">1. Log in to NetBank and select your Essential Super account2. Navigate to My Account > e-Post a request or upload a scanned form3. Follow the upload instructions on your screen
Post	Essential Super Reply Paid 86495 Sydney NSW 2001

What are compassionate grounds?

There are broadly five different 'compassionate grounds' under which you may be able to access your super. These are:

1. to enable you to make a payment on a loan to prevent foreclosure of a mortgage on your principal place of residence, or
2. to modify your principal place of residence or vehicle, or accommodate your special needs or those of your dependant, arising from severe disability, or
3. to pay for expenses associated with your palliative care, in the case of your impending death. (Alternatively, if you need to pay for your own palliative care, you can request access to your super directly with your super fund due to a terminal medical condition. Payments under terminal medical condition are tax-free while payments under compassionate grounds are taxable); or
4. to pay for expenses associated with your dependant's:
 - palliative care in the case of impending death, or
 - death, or
 - funeral, or
 - burial.
5. to pay for medical treatment or medical transport for you or your dependant.

Medical treatment must be necessary to:

- treat a life threatening illness or injury, or
- alleviate acute or chronic pain, or
- alleviate an acute or chronic mental disturbance, and
- the treatment is not readily available to you, or your dependant, through the public health system.

Do I qualify for early release of my super on Compassionate Grounds?

The ATO will assess your application. The ATO website lists specific conditions that relate to each of the five compassionate grounds listed above. The ATO can only approve a release of your super if you meet the relevant specific conditions, as well as all of the general conditions listed below:

- Unpaid expenses – you must not have paid the expenses relating to one of the relevant five grounds listed above. The ATO can only approve compassionate release of super to help you with unpaid expenses. If you've already paid the expense, for example by obtaining a loan, using a credit card or borrowing money from family or friends, you don't meet the eligibility requirements.
- Super is your last resort – you must not be able to afford to pay part or all of the expenses without accessing your super. That is, you can't pay the expense by:
 - a. getting a loan,
 - b. using your savings, or
 - c. selling shares, investments or assets.
- Residency/citizenship – you must be a citizen or permanent resident of Australia or New Zealand.

For further information, refer to the ATO website www.ato.gov.au or call the ATO on 13 10 20.



How much can I withdraw?

You can withdraw up to your entire superannuation account balance under compassionate grounds, however the ATO will determine the amount that's released. The amount released under compassionate grounds must be:

1. A single lump sum, not exceeding an amount that's reasonably required.
2. In the case of preventing foreclosure on a mortgage for the home where you live, the amount released in each 12-month period must not exceed three months of repayments plus 12 months of interest.

If the amount approved by the ATO is larger than the amount you have in your super account, your account will be closed. You'll be paid the full balance less any applicable fees and taxes. You will need to consider the impacts on any insurance, and ongoing superannuation contributions from employers, if you withdraw your entire balance.

How much will I be taxed?

We may be required to deduct tax from your compassionate grounds payment. The tax payable will depend on the components of the payment being released and your age. Any payments you receive before reaching your preservation age will generally be taxed. For example, if you're under 60 years old your withdrawal is likely to be taxed between 17% and 22%.

If you're age 60 or over, no tax is payable on your compassionate grounds benefit. Generally, if you've reached your preservation age but are under age 60 and have not previously accessed your super you're also not likely to pay any tax due to the low-rate cap applying to the amount. For more information visit www.cfs.com.au or call us on 13 4074.

What is the impact on insurance cover?

- 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'd like to keep your insurance cover, you can choose to keep enough money in your account to pay the premiums for your cover.

What is the privacy legislation?

The personal information you provide to us on the following form will only be used in accordance with privacy statements in the relevant PDS or on our website at www.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 4074.



Before applying for release of super for compassionate grounds it's important to consider:

- How it'll impact your retirement.
- Any tax implications.
- Any impacts it may have on benefits you're receiving i.e. Centrelink, Work Cover.
- How it'll impact your insurance cover.

Want to find out more?

If you don't have an adviser we are here to help so please call us on 13 4074. Although we are unable to provide personal advice, we may be able to help you fill the form out and guide you through the process.

Avanteos Investments Limited ABN 20 096 259 979, AFSL 245531 (referred to as Colonial First State, CFS, 'we', 'us' or 'our') is the Trustee of Essential Super ABN 56 601 925 435 and the issuer of interests in Essential Super. Essential Super is distributed by the Commonwealth Bank of Australia ABN 48 123 123 124, AFSL 234945 (the Bank). The CFS Group consists of Superannuation and Investments HoldCo Pty Limited ABN 64 644 660 882 (HoldCo) and its subsidiaries, which includes CFS. The Bank holds an interest in the CFS Group through its significant minority interest in HoldCo.

This information is issued by CFS and may include general financial product advice but does not consider your individual objectives, financial situation, needs or tax circumstances, and so you should consider the appropriateness of the advice having regard to your circumstances before acting on it. The Target Market Determination (TMD) for Essential Super can be found at cfs.com.au/tmd and includes a description of who the financial product is appropriate for and any conditions on how the product can be distributed to customers. You should read the Product Disclosure Statement (PDS) and the Reference Guides for Essential Super carefully and consider whether the information is appropriate for you before making any decision regarding this product. Download the PDS and Reference Guides at commbank.com.au/essentialsuper-documents or call us on 13 4074 for a copy.

None of the Bank, HoldCo, CFS, nor any of their respective subsidiaries guarantee the performance of Essential Super or the repayment of capital by Essential Super. An investment in this product is subject to risk, loss of income and capital invested. An investment in Essential Super is via a superannuation trust and is therefore not an investment in, deposit with or other liability of the Bank or its subsidiaries.

The insurance provider is AIA Australia Limited ABN 79 004 837 861, AFSL 230043 (AIA Australia). AIA Australia is not part of the Commonwealth Bank Group or CFS. Insurance cover is provided to eligible members of Essential Super under policies issued to CFS. 30568/FS7600/1124

Essential Super

Compassionate Grounds Form

Save form

Print form

Provided by

Colonial
First State


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 4074

1 Your personal details

Account number

 Title Mr Mrs Miss Ms Other

Given name(s)

Surname

Date of birth

Mobile phone number

Current postal address

State

Postcode

Email Address

Avanteos Investments Limited is the Trustee of Essential Super. As a customer of the Commonwealth Bank of Australia (**the Bank**) and the Trustee, either the Bank or the Trustee may have collected your personal information to verify your identity (also known as 'Know Your Customer' checks).

Tick the box below if you want to authorise the Bank and the Trustee as your agent for the purpose of sharing with each other your personal information, including identification information, to help them process your request (including ensuring they can complete Know Your Customer checks).

I authorise the Bank and the Trustee to act as my agent for the purpose of sharing with each other my personal information, including identification information.

If you don't provide this authorisation, the Bank and the Trustee will need to collect your personal identification information every time you submit a request.

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 Withdrawal amount

Please let us know the amount you would like to withdraw by crossing one option below.

If the withdrawal amount exceeds your super account balance your account will be closed. If your account is closed any insurance cover attached to your account will end and the account will no longer be able to accept super contributions. You can choose to keep enough money in your account to pay the premiums for your insurance cover, or to continue receiving compulsory employer super contributions. Please call us on 13 4074 if you'd like to confirm the balance of your super account.

I would like to withdraw the amount approved by the ATO

or

I would like to withdraw \$ which is less than the amount approved by the ATO

Note: The release amount shown on the ATO approval letter is after any applicable tax, meaning it is the amount you will receive. The amount withdrawn from your superannuation account may be higher, as it will include any relevant tax. For example, if you apply to release \$10,000, and are taxed at the rate of 22%, then the amount withdrawn from your super account will be \$12,821.

4 Withdrawal instructions

Your early release withdrawal will be made in line with your investment allocation on the date of transaction. You may also select the investment options from which the withdrawal will be made.

Only complete this section if you wish to select the investment options from which the withdrawal will be made. Otherwise please go to Section 5.

I would like this withdrawal to be made from my account as shown below.

Option name (can be found in your statement)	Amount ¹
<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 \$ <input type="text"/>

¹ If this is a full withdrawal from an option, write 'balance' next to that option.

Please note: If you have specified a restricted, suspended or unavailable option, we may not be able to process your request immediately. You should refer to our website for important information on any changes to the availability of particular investment options.

5 Payment instructions

Your instructions in this section override previous instructions.

Please note: 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 name

Branch number (BSB)

Account number

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

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:

Option 1 – I want to use electronic verification

Provide details of EITHER your current valid Australian Driver Licence or Australian Passport.

Full name as appears on my driver's licence

Licence number

State of issue

Expiry date

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)

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 7 for providing certified identification.

7 Declaration and Signature

The Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) requires us 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) 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 40 74. You can find more information about the Document Verification Service at www.dvs.gov.au

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 Power of Attorney, the Attorney declares they have not received notice of revocation of that power (with a certified Power of Attorney submitted with this application)

Original signature of member

Print name

Date signed

8 Checklist and how to return form

Before you post this form or upload it to NetBank (for secure online account access), please use the following checklist to ensure that you have 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.

- I have been approved for early release of my super on compassionate grounds by the ATO
- This application has been completed in full (pages 3 – 5)
- I have included all of my certified identification or provided authorisation for CFS to validate my identification independently in Section 6



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

Online Upload a scanned copy on NetBank:

1. Log in to NetBank and select your Essential Super account
2. Navigate to My Account > e-Post a request or upload a scanned form
3. Follow the upload instructions on your screen

Post Essential Super
Reply Paid 86495
Sydney NSW 2001

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 NetBank 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 the Department of Human Services that entitles you to a financial benefit

And one of the following:

- Notice issued by the Department of Human Services 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 4074 to discuss your options.

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).

For more information

If you have any questions about this factsheet, please contact us on 13 4074.