

# Condition of early release including permanent incapacity or terminal illness

## Your first step – contact us

Before you decide to access your super:

- Call the Insurance Claims team on 13 13 36, Monday to Friday, 8:30am to 6pm (Sydney time) so we can explain your available options or email us with your account number and details of your query
  - **FirstChoice members**  
[MB\\_CFSClaims@cfs.com.au](mailto:MB_CFSClaims@cfs.com.au)
  - **Essential Super members**  
[essentialsuperclaims@cfs.com.au](mailto:essentialsuperclaims@cfs.com.au)
- Check to see if you can make an insurance claim (rather than accessing only your retirement savings) via the FirstNet Investor portal (for First Choice members), via NetBank portal (for Essential Super members), or contacting us directly. We recommend seeking financial advice before making any decisions.

## What is permanent incapacity or terminal illness?

You can access your super early if you're:

- **Permanently incapacitated** – unlikely to ever again engage in gainful employment for which you're reasonably qualified (by education, training or experience) because of physical or mental ill health.
- **Terminal illness** – a condition that is likely to result in death within 24 months of the date of certification by two separate medical practitioners confirming as such, with one of them being a specialist in the field of medicine in which your illness is classified.

For a more comprehensive list and breakdown of all the possible Conditions of Release and their requirements stipulated by the ATO, please refer to their website [here](#).

## Other forms of early release

You may be able to access your super early in limited circumstances. For more information, please refer to the following links:

- [Compassionate grounds](#)
- [Temporary resident departing Australia](#)
- [Severe financial hardship](#)

## Tax implications when withdrawing a disability super or terminal illness benefit

- **Permanent incapacity** – if the trustee determines that you are permanently incapacitated, your super may be released on provision of one (1) medical certificate confirming permanent incapacity. If you are under age 60 and provide two (2) medical certificates confirming permanent incapacity, you will be entitled to the maximum tax-free uplift. However, if the trustee determines that you are permanently incapacitated but (being under age 60) supply only a single medical certificate, your benefit will be taxed at a higher marginal rate. For further information on how the tax is applied to a disability lump sum benefit and the formulae utilised, [please refer to the ATO website here](#) – Disability lump sum benefits.
- **Terminal illness** – any amount claimed directly during the period of certification (24 months from the earliest certification date of your medical certificates) is treated as a tax-free lump sum.

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## Consider the impact on your insurance cover

If you withdraw all of your money from your super account, your account will close and any insurance cover you have will also end. If you want to keep your insurance cover, you should consider keeping some money in your super account (at least until any relevant total and permanent disablement insurance claim is assessed).

If your cover ends, you can still submit a claim for any insured events that happened before the date that your insurance cover expired. However, you won't be able to make a claim for insured events that occur after that date.

## Your next step – print and complete the form

The next step will be to complete the form. You can call us if you need help:

- FirstChoice members can download the [permanent incapacity](#) or [terminal illness](#) form. You can return your completed form by post to the address provided on the form or you can log in to FirstNet and submit it via e-Post. Alternatively, you can email us at [MB\\_CFSClaims@cfs.com.au](mailto:MB_CFSClaims@cfs.com.au)

You'll need to print the form so it can be signed and [witnessed by one of the prescribed persons you can find listed here](#). If you don't have a printer, let us know and we'll post you the form.

## Other ways you can get help

You may find the following independent resources helpful:

- [Government crisis payment](#)

**Provides a one-off payment if you're in severe financial hardship because of extreme circumstances.**

- ['Ask Izzy' – Infoxchange Service Seeker](#)

Online directory of health, welfare, and community services.

- [National Debt Helpline](#)

Not-for-profit financial counselling services that helps you tackle your debt problems.

- [ASIC Moneysmart](#)

Federal government website that helps you take control of your money with free tools, tips, and guidance.

- [Lifeline](#)

If you're experiencing a personal crisis call 13 11 14 or visit [lifeline.org.au](http://lifeline.org.au)

- [Domestic Violence](#)

If you're affected by domestic or family violence call 1800 737 732 or visit [1800RESPECT.org.au](http://1800RESPECT.org.au)

- [MensLine Australia](#)

For counselling, advice, and support call 1300 789 978 or visit [mensline.org.au](http://mensline.org.au)

These independent resources, who are not affiliated with Colonial First State, are intended as a guide and are not an endorsement that the service provided is appropriate for your personal circumstances. For more information on a service provider's offerings and their appropriateness, you should contact the service provider directly using the contact details provided.

## Want to find out more?

Please speak with your financial adviser or visit our website at [cfs.com.au](http://cfs.com.au).

## We're here to help

If you have any questions about this factsheet, please contact us on 13 13 36, Monday to Friday, 8:30am to 6pm (Sydney time)