

Accessing super due to financial hardship

Super is your savings for your future when you stop working, so there are some rules around when you can access it. Generally you need to wait until retirement, but if you're facing financial hardship, you may be able to apply to release some of your super early.

1

Check eligibility

To apply for a payment under financial hardship you must meet the eligibility criteria for the claim type that applies to you. You must meet both conditions shown under either claim type 1 or 2 below.

Claim Type 1

You have been on eligible Commonwealth income support payments for a **continuous** period of 26 weeks and continue to be on those support payments at the date of your financial hardship application.

+

You are unable to meet reasonable and immediate living expenses.

Claim Type 2 (must be over your preservation age plus 39 weeks)

You have been on eligible Commonwealth income support payments for a **cumulative** period of 39 weeks after you have reached your preservation age.

Note: if you have reached your preservation age plus 39 weeks and do not qualify under this claim type you may be eligible to make an application under Claim Type 1.

+

You were not gainfully employed on a full-time or part-time basis on the date of application.

2

Preservation age

Your preservation age is the age at which you can generally start accessing your super. This is 60 years of age or for anyone who meets a condition of release.

Important things you should know

How we check your eligibility

As part of your application, we ask for your Centrelink Customer Reference Number. We'll use Centrelink's Confirmation eService to confirm your eligibility under current superannuation law.

- If you have made personal contributions during the year you might be able to claim a tax deduction. To claim a tax deduction for personal super contributions, you must send us a Notice of intent to claim or vary a deduction for personal super contributions form before you withdraw your super benefit, transfer any part of your account to a retirement income account or close your account. For more information see [hesta.com.au/claiming-a-tax-deduction](https://www.hesta.com.au/claiming-a-tax-deduction)
- Unless you've reached your preservation age and 39 weeks, the most you can withdraw is \$10,000. Applicable tax will be taken out of the amount approved (up to 22% if we have your tax file number). For most people, this means the maximum net amount you may receive is \$7,800.
- If you instruct us to withdraw your full account balance:
 - you should check that any contributions have gone into your account before you complete this form. If we receive any late contributions, we will need to open a new account for you.
 - If you have any insurance cover it will cease if you don't have enough funds remaining in your super account to pay insurance fees or upon full withdrawal of your account balance.
- You're not eligible to apply for a payment on financial hardship grounds if you're a temporary resident in Australia.

If you don't meet the criteria to access your super on grounds of financial hardship, you may still be able to apply on compassionate grounds. Applications on compassionate grounds are made via the Australian Taxation Office. You can read our guide to learn more about applying for an early release of super on compassionate grounds. For more information visit [hesta.com.au/accessing-super](https://www.hesta.com.au/accessing-super)

Check you have given us the required information

1. Identity

As well as your membership and supporting information about your financial circumstance you will need to give us your identification details – this is to help us make sure we're releasing your benefit to you. You need to provide either:

- your ID document details and consent to verify your identity electronically e.g. Medicare, passport or driver licence, or
- send us certified copies of identity documents via email or post.

2. Government support

- Provide your Centrelink Customer Reference Number (CRN) and authorise us to check that you've been receiving eligible Commonwealth income support payments, or
- If you don't give us your CRN you will need to provide us with an original Centrelink income support payment confirmation letter. The date of the confirmation letter must not be more than 21 days from the date of your financial hardship application.

3. Claim amount and bank account

Tell us how much you are applying for and where to pay the funds.

When will my claim be paid?

When we have all the information required, and you are eligible to access your super on the grounds of financial hardship, your application and payment will be processed within 3-5 business days.



contact us

hesta@hesta.com.au | 1800 813 327 | Locked Bag 35007, Collins St West VIC 8007 | [hesta.com.au](https://www.hesta.com.au)

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application for benefit payment financial hardship



Type in your details or complete in pen using CAPITAL LETTERS. Print 'X' to mark boxes where applicable. **The form must be completed in full.** If you need any help completing this form you can call us on 1800 813 327.

1. Personal details

Member Number	Given name/s	Family name	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Date of birth	Mobile or daytime phone number		
<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY	<input type="text"/>		
Residential Address (PO Box not accepted)			
<input type="text"/>			
Suburb	State/Terr.	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Postal Address (only complete if different from above)			
<input type="text"/>			
Suburb	State/Terr.	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Email			
<input type="text"/>			

2. Your tax file number (TFN)

We are authorised by law to ask for your TFN. You do not have to provide it but if you don't, you may end up paying more tax than you need to. To find out more about how your TFN is used, disclosed or what may happen if you don't provide it go to hesta.com.au/tfn for further details.

My TFN is:

You can withdraw your consent at any time in the future by contacting us on 1800 813 327.

3. Financial shortfall of reasonable living expenses

Please tick the relevant boxes below to indicate the type of monthly living expenses you expect you are or will be unable to meet and estimate the amount in whole dollars below:

- Rental payments
- Home loan, personal loan and other debt repayments in arrears including minimum credit card repayments.
- Utilities (e.g., electricity, gas, water, telephone)
- Car related expenses (e.g., repairs and maintenance, registration, and insurance)
- Other (e.g., home insurance, education, food, petrol, and medical expenses)

Total approximate amount of expenses
(insert whole dollars only)

\$

I declare and confirm the following statements are true and correct.

I do not hold any financial assets (such as cash holdings, term deposits, investments, shares) that can be used to meet my expenses.

And

You must tick the relevant box below for the **Claim Type** you are applying.

Claim Type 1 - the amount I am requesting is necessary for me to meet my reasonable and immediate living expenses and I have not made any other Financial Hardship claims with HESTA or any other super fund in the last 12 months;

OR

Claim Type 2 - the amount I am requesting is necessary for me to meet my reasonable and immediate living expenses and I'm not gainfully employed.

4. Your Centrelink Customer Reference Number (CRN)

Confirm you are receiving Commonwealth income support payments.

You can authorise us to confirm electronically with Centrelink that you are in receipt of an eligible Commonwealth income support payment – you'll need to provide us with your CRN.

If you're not sure if you qualify, or to access your CRN details, you must contact Centrelink directly.

If you give us your CRN and by signing the declaration on page 5 of this form, you authorise HESTA and the Fund's Administrator, GROW Technology Services Ltd (GROW) to use Centrelink Confirmation eServices (CCeS) to perform a confirmation enquiry of your customer details. Services Australia to provide the results of that enquiry to HESTA and GROW.

My CRN is:

5. Amount you are claiming

If you meet the eligibility criteria specified in the **Financial hardship** factsheet, you may request a payment under the specific Claim Type that applies to you at the date of this application. The maximum amount you may be eligible to claim will depend on whether you are under or over your preservation age. If you are over preservation age and still working you may be able to eligible under Claim Type 1. Choose one from the below.

CLAIM TYPE 1

Specify amount up to \$10,000 before tax.

\$ (whole numbers only);

or

Full account balance to be withdrawn (up to a maximum of \$10,000 before tax) and close my account.

The maximum amount you can claim is \$10,000 (before tax) in any 12-month period. Applicable tax will be deducted from the amount approved (up to 22% and provided we have your TFN). This means for most people, the net amount you receive is \$7,800.

CLAIM TYPE 2 – OVER PRESERVATION AGE AND 39 WEEKS

Specify amount

\$ (whole numbers only);

or

Full account balance to be withdrawn less any applicable tax and close my account.

If you are over age 60, your payments are generally tax free.

Important

If you select the full account balance, we will close your account and any insurance cover you have will also stop.

6. Banking account details

Payment will only be paid via electronic funds transfer (EFT). Provide all details as requested below.

Bank name/financial institution:

Name of bank account holder:

Note: Your nominated bank account must be held in your name or, if it is a joint account, you must be one of the account holders.

BSB:

Bank account number:

! Please ensure the information you have provided is correct as it may not be possible to recover your money if it is paid to an unintended recipient. HESTA will not verify your bank details.

7. Proving your identity

To apply for the early release of super on the grounds of financial hardship, you will also need to provide us with identification documents. This is to protect you from the risk of identity fraud, and to ensure your super is paid to you.

There are three ways you can provide us with your identification. You can:

1. provide document details and your consent for us to verify your identity electronically, or
2. scan your certified identification documents and email all requirements to: **hesta@hesta.com.au**, (you will need to provide a copy of a bank statement issued within the last three months if you select this option), or
3. provide certified documents in hard copy and mail all requirements to: **HESTA, Locked Bag 35007, Collins St West VIC 8007**.

To process your request, your HESTA account details need to match your ID. If they don't match, we won't be able to confirm your identity, and this could delay your request.

Option 1: Electronic proof of identity

If you select this option you do not have to attach any certified documents. We will do all the checks for you.

Electronic verification

Please provide at least **TWO** of the following for verification.

Full name as appears on my Medicare card:

My Medicare number is:

Exp. date:

I am person number
on this Medicare Card

Full name as appears on my Australian driver licence:

My Australian driver licence number is:

Card number: see *Driver licence card number* under Proof of identification at hesta.com.au/forms-brochures

Exp. date:

State of issue:

Full name as appears on my Australian passport:

My Australian passport number is:

Exp. date:

Place of birth:

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

Option 2: Provide certified copies of ID documents

This step-by-step guide details the types of documents we can accept as proof of your identity and what you need to do to certify them correctly.

Hard copy verification

If you select this option you must attach all certified documents.

- ! If you decide to email your requirements, you will need to include a copy of a bank statement issued within the last three months.

Acceptable documents

Either

A certified copy of a primary photographic identification document:

- current photographic driver licence issued under state or territory law (copy of the front and back)
- current passport (including English translation where required).

or

A certified copy of a primary non-photographic identification document:

- birth certificate
- citizenship certificate issued by the Commonwealth of Australia
- pension card issued by Centrelink that entitles you to financial benefits.

and

A certified copy of a secondary identification document:

- a notice issued by a local government body or utilities provider within the preceding three months that shows your name and residential address
- a notice issued by Commonwealth, state or territory government within the past 12 months that shows your name and residential address. For example:
 - Tax Office notice of assessment
 - a notice recording the provision of financial benefits i.e. a Centrelink assistance payment.

Verification of identification

Option 1: I confirm that I am authorised to provide the personal details presented and by signing the member declaration in **section 8**, I consent to the Trustee for HESTA verifying my identification via electronic means and to my information being checked with the document issuer or official record holder via third party systems for the purpose of confirming my identity.

Option 2 (optional): This section is optional where Option 2 is selected above. Where Option 2 is selected, I confirm that I am authorised to provide the personal details presented and that in the event my certified documents have not been correctly certified or cannot be read, I consent to the Trustee for HESTA verifying my identification via electronic means and to my information being checked with the document issuer or official record holder via third party systems for the purpose of confirming my identity.

Have you changed your name or are you signing on behalf of another person?

If you've changed your name you'll need to provide a certified linking document proving a relationship exists between two (or more) names.

For a change of name you can request linking documents (eg Marriage certificate, Deed poll, Change of name certificate, Divorce decree or Registered relationship certificate) from the Births Deaths and Marriages Registration Office.

If you are signing on behalf of the applicant, you will need to provide Guardianship papers or Power of Attorney documents.

If you can't provide the identification documents we've asked for, give us a call on 1800 813 327 to discuss alternatives.

How to certify

The person authorised to sight and certify documents must:

- sight the ORIGINAL and the copy and make sure they are identical, and
- write or stamp 'certified true copy' on all copied pages followed by their signature, printed name, qualification (eg. Justice of the Peace), registration number (if applicable) and date.

What does a certified document look like?

Samantha Sample has provided a photocopy of her identification that included signature, full name, date of birth, and current residential address.

- The certifying authority has sighted the original identification, and confirmed that the copy is a true copy.
- Details for the certifying authority are included: full name, qualification, registration number (if applicable), date and signature.



"I certify that this document is a true copy of the original"

Name: Kate Anderson Qualification: JP
Date: 31 July 2015 Registration no: 222222

Who can certify my identification document?

For a full listing of people who can certify your documents, see Part 2 of Schedule 1 of the *Statutory Declarations Regulations 2023*. Some of the people who can certify documents are:

- a medical practitioner
- a nurse
- an optometrist
- a psychologist
- a pharmacist
- a chiropractor
- a veterinary surgeon
- an accountant (member of ATMA, CA ANZ, CPA or IPA)
- a teacher permanently employed on a full time or part time basis at a school or tertiary institution
- a notary public
- a police officer
- a Justice of the Peace
- a magistrate
- a marriage celebrant
- a member of the Governance Institute of Australia Ltd
- a SES employee of the Commonwealth.

What if I don't certify my identity documents correctly?

If the identification documents you send with your application are not certified or incorrectly certified, we may call you to verify your identity over the phone. If you're unable to give us enough information to identify you over the phone, you may need to resend certified proof of identity documents. This will lead to delays in processing your application.

Do proof of identity and/or linking documents need to be translated?

If your proof of identity and/or linking documents are in a language that is not understood by the person carrying out the verification, they must be accompanied by an English translation prepared by an accredited translator.

8. Member declaration

By signing this application for benefit payment, financial hardship, I am making the following statements:

1. The information provided and statements made on this form are true and correct and I instruct the trustee of HESTA to process my request in accordance with the provisions of the HESTA Trust Deed available at hesta.com.au/disclosures or by calling 1800 813 327.
2. I am an Australian or New Zealand citizen or a permanent resident of Australia and I am not a current or a former temporary resident of Australia.
3. I understand that the payment of my benefit is not guaranteed, and the decision will be made by HESTA after receiving my completed application and relevant supporting documentation and HESTA may request further information or documentation from me to support my application.
4. I understand that if the fund does not hold my TFN, and I am under age 60, I may have additional tax deducted from my benefit and the taxed component will be taxed at the highest marginal rate plus applicable levies.
5. I understand that any insurance cover I may have, will cease if I don't have enough funds remaining in my super account to pay insurance fees or upon full withdrawal of my benefit.
6. I understand that if my full account balance in HESTA is paid, the Trustee of HESTA shall be released from all claims, liabilities and obligations in respect of my interest in HESTA.
7. I authorise my benefit to be paid by HESTA as instructed on this form. I am aware that I have the right to request more information if required to understand my benefit entitlements in HESTA, including any fees and charges that may apply to the benefit withdrawal.
8. I understand that unit prices will apply to the amount withdrawn on the day the withdrawal is processed from each investment option my balance is invested in.
9. I understand if I have not provided evidence that I have been in receipt of Commonwealth income support payments (or that evidence is more than 21 days old) that I will not qualify to access my benefits (only applicable if CRN has NOT been provided).
10. I have read and understood HESTA's Privacy Collection Statement which is available at hesta.com.au/privacy or by calling 1800 813 327 and accept that the information on this form is true and correct to the best of my knowledge and belief. I consent to my personal information being collected and used by the Trustee for the ongoing administration of my membership by the fund administrator and other service providers.
11. By providing my email address and/or phone number, I nominate those as my up-to-date contact details, and consent to HESTA providing me with information about HESTA's products and services, as well as marketing communications including third party products and services.

Centrelink Confirmation eServices Distribution

I have provided my CRN in Step 4.

I understand that:

- Services Australia will disclose information to GROW Technology Services Ltd (GROW) based on whether I have been in receipt of a qualifying Commonwealth income support payment for a specified period to confirm my eligibility for early release of superannuation on the grounds of financial hardship.
- Services Australia will disclose to GROW my personal information including my name, date of birth and payment status.
- This consent, once signed, remains valid while I am a customer of HESTA unless I withdraw it by contacting HESTA or Services Australia.
- I can get proof of my circumstances/details from Services Australia and provide it to HESTA to confirm my eligibility for early release of superannuation on the grounds of financial hardship.
- If I withdraw my consent or do not alternatively provide proof of my details, I may not be eligible for the financial hardship benefit payment provided by HESTA.

Signature:



Date:

D D M M Y Y Y Y

Return your completed and signed form to hesta@hesta.com.au or mail to: HESTA, Locked Bag 35007, Collins St West VIC 8007.
If you have any questions about completing this form, call us on 1800 813 327 between 8.00am and 8.00pm (AET) Monday to Friday.

contact us

hesta@hesta.com.au | 1800 813 327 | Locked Bag 35007, Collins St West VIC 8007 | hesta.com.au

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