



# How to access your super due to severe financial hardship if you have not met your preservation age

## Step 1 – check eligibility.

You can apply for a financial hardship benefit if you have not reached your preservation age and are:

- In receipt of an eligible Commonwealth income support payment from either Centrelink or the Department of Veterans' Affairs (DVA) (depending on which body makes your income support payments) at the time of the request, and you have been receiving this payment for the last (continuous) 26 weeks and;
- Unable to meet reasonable and immediate family living expenses and;
- Able to provide evidence of debts and expenses to support your application.
- Have not received a payment for financial hardship from any superannuation fund within the previous 12 months.

## Step 2 – obtain form.

If you meet the eligibility criteria for step 1 then please contact Hostplus on 1300 467 875 to obtain an application form to release funds under Severe Financial Hardship.

## Step 3 – further requirements and documentation.

Further requirements and documentation is required to be submitted with the form as follows:

- Please provide us with authorisation to use your Centrelink Reference Number to check electronically that you have been receiving income support payments for the required period. Complete your CRN on the Financial Hardship Application form.
- We require you to display on the hardship application form that your expenses are more than your income, and list your personal assets.
- You will need to show proof of your arrears that you are claiming for in the hardship application form.

The following table is an example of the types of debts we can make payment for:

Arrears that qualify	Arrears that don't qualify
<ul style="list-style-type: none"><li>• Household expenses (gas, electricity, water, telephone, etc)</li><li>• Rent</li><li>• Child support and child care</li><li>• Car repair bills Incl. vehicle registration.</li><li>• Health costs</li><li>• School fees</li><li>• Mortgage arrears up to 3 months outstanding may be considered.</li><li>• Only overdue and current payments on loans and credit cards will be considered.†</li></ul>	<ul style="list-style-type: none"><li>• Hostplus is unable to pay out the full balance owing on a credit card.</li><li>• Personal debt (money owed to a spouse, partner or defacto, family member or friend)</li><li>• Business expenses</li><li>• Legal fees</li><li>• Fines (traffic, parking fees, etc)</li></ul>



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**i** **Note: All overdue notices must be in the name of the applicant and dated within 3 months of the application date.**

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- A Statutory Declaration stating you meet requirements of a financial hardship benefit payment. For example, you are unable to meet reasonable and immediate family expenses from your income, i.e. the combined expenses of you and your family exceed the combined income of you and your family. The full Statutory Declaration can be found on the application form.
- Your statutory declaration should be witnessed in accordance with the law of the state or territory where it is made.
- As part of the declaration the witness must confirm that they have sighted all bills listed on the application.
- The witness full name, qualifications and address must be inserted below the signature.
- Certified proof of identity (see our **The simple way to certify proof of identity factsheet** for details of the documents and certification requirements). This factsheet is available on our website at [hostplus.com.au/id](http://hostplus.com.au/id) or by calling us on **1300 467 875**.
- A bank statement showing name, BSB and Account number.

#### **Step 4 – complete form.**

Complete Steps 1–8 on the form and ensure all required documentation is included. Ensure you have completed everything on the final checklist.

If you require assistance with filling in the form then please contact Hostplus on **1300 467 875**.

#### **Step 5 – post completed application and required documentation to Hostplus.**

Once you have completed your form and have attached all required documents post your form to: Hostplus, Locked Bag 5046, Parramatta NSW 2124.

#### **How much of my super benefit can be released?**

If you meet the specified criteria, you may be entitled to one single lump sum payment in any 12 month period. The minimum payment is \$1,000 (unless your balance is less than this amount) and the maximum payment is \$10,000 (before tax).

#### **How long will it take for Hostplus to receive my application?**

Through regular mail it may take 5–6 business days for us to receive an application that has been posted.

If using Express mail it will take a minimum of 48 business hours to be received by Hostplus.

#### **How long will it take for me to receive my payment.**

Provided all the information we require is included in the initial application our guideline time frame is 10 working days from receipt of application.

If a mobile number is provided on the form then an SMS may be sent to provide an update on your claim or if we require any further documentation when processing your payment.

† For overdue loan and credit card notices we are only able to pay the outstanding amount that is due and payable immediately, we cannot pay the balance of the loan/credit card.

This information is general advice only and does not take into account your personal objectives, financial situation or needs. You should consider if this information is appropriate for you in light of your circumstances before acting on it. Please read the relevant Hostplus Product Disclosure Statement (PDS), available at [hostplus.com.au](http://hostplus.com.au) before making a decision about Hostplus. For a description of the target market, please read the Target Market Determination (TMD), available at [hostplus.com.au](http://hostplus.com.au). 1201.1 12/20 ISS4