

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.

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"> • Household expenses (gas, electricity, water, telephone.etc) • Rent • Child support and child care • Car repair bills • Health costs • School fees • Mortgage arrears up to 3 months outstanding may be considered. • Only overdue and current payments on loans and credit cards will be considered. 	<ul style="list-style-type: none"> • Hostplus is unable to pay out the full balance owing on a credit card. • Personal debt (money owed to a spouse, partner or defacto, family member or friend) • Business expenses • Legal fees • Fines (traffic, parking fees, etc)

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



- A Statutory Declaration stating, that you are unable to meet reasonable and immediate family expenses from your income, ie. the combined expenses of you and your family exceed the combined income of you and your family.
- 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 fact sheet is available on our website at 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 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.

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.

† 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 document does not and is not intended to contain any recommendations, statements of opinion or advice. In any event, the information in this document is general in nature and does not consider any one or more of your objectives, financial situation or needs. Before acting on this information, you should consider obtaining advice from a licensed, financial product adviser and consider the appropriateness of this information, having regard to your particular investment needs, objectives and financial situation. You should obtain a copy of the Hostplus Product Disclosure Statement and consider the information contained in the Statement before making any decision about whether to acquire an interest in Hostplus. Host-Plus Pty Limited ABN 79 008 634 704, AFSL No. 244392, RSEL No. L0000093 Hostplus Superannuation Fund ABN 68 657 495 890, RSE No. R1000054, MySuper No. 68657495890198. This information is of a general nature. It has been prepared without taking into account your particular objectives, circumstances, financial situation or needs. Before acting on general advice you should consider the appropriateness of this information having regard to your individual objectives, financial situation and needs as well as obtain a copy of the Hostplus Product Disclosure Statement available on the Hostplus website. Issued by Host-Plus Pty Limited ABN 79 008 634 704, RSEL No. L0000093 AFSL NO 244392 as trustee for the Hostplus Superannuation Fund ABN 68 657 495 890, RSE No. R1000054, MySuper No. 68657495890198. 1201.1 07/17 ISSZ