



How to access your super due to severe financial hardship

if you have met your preservation age



Step 1 – check eligibility.

You can apply for a financial hardship benefit if you:

- have reached your preservation age plus 39 weeks (see table) and;
- are not gainfully employed (part time or full time) at the date of this application and;
- have been in receipt of a Commonwealth income support payment for a cumulative period of 39 weeks since reaching preservation age.

Date of birth	Preservation age
Before 1 July 1960	55 and 39 weeks
1 July 1960 to 30 June 1961	56 and 39 weeks
1 July 1961 to 30 June 1962	57 and 39 weeks
1 July 1962 to 30 June 1963	58 and 39 weeks
1 July 1963 to 30 June 1964	59 and 39 weeks

If you meet the above criteria, your total super account can be paid to you and there are no cashing restrictions.

Step 2 – obtain form.

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

Step 3 – further requirements and documentation.

Further requirements and documentation is 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.
- A Statutory Declaration stating, that you have reached preservation age, plus 39 weeks, are not gainfully employed on the date of this application, and have been in receipt of a Commonwealth income support payment for a cumulative period of 39 weeks since reaching preservation age.
- Your statutory declaration should be witnessed in accordance with the law of the state or territory where it is made.
- 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 -6 on the form and ensure all required documentation is included. Ensure you have completed the checklist before posting to Hostplus.

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 have reached your preservation age plus 39 weeks, your total super account can be paid to you and there are no cashing restrictions.

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 48 business hours to be received by Hostplus.

We're here to help, contact us today.

To find out more about all our extra benefits, visit hostplus.com.au/member-benefits - or call us on 1300 467 875.
Mail: Hostplus, Locked Bag 5046, Parramatta NSW 2124, fax: 1800 467 875, email: info@hostplus.com.au

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