

# Claiming a benefit Fact Sheet



The information in this document forms part of the *Club Super Product Disclosure Statement (PDS)* issued 13 August 2018. This document is called *Club Super Additional Information – Claiming a benefit* and is not attached to the *Club Super PDS*. If you would like a copy of the *Club Super PDS*, go to our website to download a copy, or contact us.

## About Club Super Additional Information – Claiming a benefit

This Additional Information document provides you with detailed information about claiming a benefit in Club Super. *Club Super Additional Information – Claiming a benefit* was prepared and issued on 13 August 2018 by Club Plus Qld. Pty. Ltd. (ABN 30 010 892 396), the Trustee of Club Super (ABN 12 737 334 298). If you want more information about Club Super you can contact us on **1300 369 330**, or visit [clubsuper.com.au](http://clubsuper.com.au). If you request further information, the Trustee of Club Super will provide all the information that it reasonably believes you may require to make an informed assessment of the management and financial condition of Club Super, including its investment performance.

## Retiring

Superannuation is intended for retirement. Generally, you can't access your super until you reach your preservation age (see table below) and retire from the workforce.

There are a number of options open to you if you've reached preservation age and retired. You can:

- simply leave your money in Club Super and draw down on your benefit as you need to (note that exit fees may apply);
- commence a Retirement Income Stream. This allows you to keep your benefit in Club Super and receive a regular income until your total account balance has run out. Your money is not locked away – you can make a lump sum withdrawal if (for example) an unexpected expense arises.

If you have reached your preservation age, but not retired you can also:

- commence a Transition to Retirement Income Stream. This allows you to scale back on your working hours without retiring completely – and receive a regular income stream payment from Club Super to supplement your income.

**Your preservation age depends on when you were born, as follows:**

Date of Birth	Preservation Age
Before 1 July 1960	55
1 July 1960 – 30 June 1961	56
1 July 1961 – 30 June 1962	57
1 July 1962 – 30 June 1963	58
1 July 1963 – 30 June 1964	59
After 1 July 1964	60

Once you reach age 65, you can access your super at any time, regardless of whether you are working or not. To make a withdrawal from your super, please contact Club Super on **1300 369 330**.

If you would like more information about Club Income Streams, contact Club Super for a *Club Income Stream Product Disclosure Statement (PDS)* or download it from [clubsuper.com.au/members/forms-and-resources/publications](http://clubsuper.com.au/members/forms-and-resources/publications).

## Need help planning for retirement?

Club Super can refer you to a qualified financial planner for help. Simply call us on **1300 369 330**.

## Accessing superannuation before retirement

While the aim of investing in super is to ensure your needs are met throughout your retirement, there are some circumstances where you may be able to access your super earlier. You may be able to take some or your entire benefit in cash on the following grounds:

## Severe Financial Hardship

You may be able to access your preserved and restricted non-preserved benefits on the grounds of Severe Financial Hardship, if you are:

- under preservation age and 39 weeks, and in receipt of a Commonwealth Government Income Support Payment for a continuous period of 26 weeks (and still in receipt of the payment at the date of application).  
You must be able to demonstrate that you have a shortfall between your income and your reasonable family expenses, and that you are unable to meet everyday living expenses that are immediately due and payable; or
- preservation age and 39 weeks or over, and in receipt of a Commonwealth Government Income Support Payment for a cumulative period of 39 weeks since reaching preservation age (and not gainfully employed on a full or part time basis at the date of application);

In order to verify that you are in receipt of a Commonwealth Government Income Support Payment, you need to ask the Department of Human Services (DHS) to provide a letter confirming this is the case. The letter should be provided to Club Super within 21 days of the date on the letter. Alternatively you can complete an authority which will allow your receipt of Centrelink benefits to be electronically verified.

If you are under preservation age and 39 weeks, you may receive one lump sum payment in any 12 month period. The minimum gross payment is \$1,000 (or your account balance if you have less than \$1,000), and the maximum gross payment is \$10,000 in any 12 month period.

There is no maximum for those aged over preservation age and 39 weeks. An application form is available by contacting Club Super.

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## Specified compassionate grounds

There are limited circumstances where benefits may be released on specified compassionate grounds. You may be eligible to have some of your super released if you need funds to pay for:

- medical treatment for you or your dependant where the treatment is needed to treat a life threatening illness or injury, or to alleviate acute or chronic pain or acute or chronic mental disturbance, and where such treatment is not readily available through the public health system;
- medical transport for you or your dependant to access treatment necessary to treat a life threatening illness or injury, or to alleviate acute or chronic pain or acute or chronic mental disturbance;
- modifications to your family home and/or vehicle to meet any special needs if you or your dependant are disabled; or
- palliative care or death or funeral expenses for you or your dependant.

It is also possible to have an amount released to prevent foreclosure of a mortgage or to prevent the exercise of a power of sale over your principal place of residence.

This payment can only be assessed and approved by the Australian Taxation Office (ATO). To obtain the required forms please call the ATO on 13 28 65 or visit their website at [ato.gov.au](http://ato.gov.au).

## Death or Total and Permanent Disablement (TPD)

In the event of death or TPD, a benefit of your account balance plus applicable insurance cover (if any) will become payable. Payment of an insurance benefit for Death or TPD is subject to assessment by the insurer and must meet the terms and conditions of the insurance policy.

Further information, including the definition of TPD is provided in *Additional Information - Insurance in your super* located at [clubsuper.com.au/members/forms-and-resources/publications](http://clubsuper.com.au/members/forms-and-resources/publications). The tax treatment of a death benefit depends on whom the benefit is paid to. The tax treatment of a TPD benefit depends on your age, length of service, and the amount of the benefit.

Please note that, the Trustee of Club Super has determined that any death insurance benefit payable in the event of your death will be invested in the Cash option, until the Trustee determines to whom the benefit is to be paid. In this way, the value of the insurance component will be invested in a secure environment and protected from fluctuations in the investment market. Your account balance (excluding the insurance component) will remain invested in the investment option(s) nominated by you prior to your death.

## Permanent incapacity

If you meet the definition of permanent incapacity under the *Superannuation Industry (Supervision) Act 1993*, and the definition of invalidity under the *Income Tax Assessment Act 1997*, you may be able to access your account as an invalidity benefit. There is no insurance component with this benefit.

Your benefit may be cashed if you cease gainful employment and you are unlikely, due to ill health, to engage in gainful employment for which you are reasonably qualified by education, training or experience. You will be required to provide medical certificates which have been completed by two legally qualified medical practitioners. The certificates must certify that, in the doctor's opinion, you are incapacitated in accordance with the following definition:

*"the ill-health (whether physical or mental) is likely to result in you being unlikely to ever again engage in gainful employment for which you are reasonably qualified by education, training or experience."*

## Terminal medical condition

If you find out you have a terminal medical condition you may be eligible to claim your insured benefit (if any). A terminal illness benefit may be payable in relation to a member at a particular time if the following circumstances exist:

- a) two medical practitioners have certified jointly or separately, that the member suffers from an illness or has incurred an injury that is likely to result in the death of the person within a period (the "certification period") that ends not more than 24 months after the date of the certification;
- b) at least one of the medical practitioners is a specialist practising in an area related to the illness or injury suffered by the insured member;
- c) for each of the certificates the certification period has not ended; and
- d) we are satisfied, on medical or other evidence, that despite reasonable medical treatment, the member's illness or injury is likely to result in the member's death within the certification period.

The injury or illness from which the member suffers must be diagnosed, and the date of the certification referred to in paragraph (a) must take place, while the member is covered under this policy. If you would like more information about making a claim for a terminal medical condition benefit please contact Club Super.

If you have no insurance with Club Super, you may be able to claim your account balance if you meet conditions a to d.

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## Family law payments

Your benefit may be divided on marriage or relationship breakdown, with your spouse receiving a share of your benefit. Any amount transferred to the non-member spouse's superannuation account will reflect the preservation status of those monies in the member spouse's account.

The share of the benefit which your spouse receives depends on the terms of the relevant superannuation agreement or court order. This legislation enables superannuation interests to be treated as assets that can be divided on marriage or relationship breakdown. A spouse includes a de-facto and same sex partner if living together on a genuine domestic basis in a relationship as a couple.

On receipt of a court order or superannuation agreement and appropriate documents, Club Super will split the member's account accordingly. There is a Family Law splitting fee of \$100 for splitting an account under the *Family Law Act*, which is divided evenly and deducted from your and your spouse's account balances at the time of processing the split. For more information contact Club Super on **1300 369 330**.

## Temporary resident

If you have worked in Australia as a temporary resident you may be eligible to claim your superannuation money. New Zealand and Australian citizens are not eligible to receive these payments.

You can do this if:

- you visited on an eligible temporary resident visa;
- your visa has ceased to be in effect (that is, has expired or been cancelled); and
- you have departed Australia.\*

This payment is called the Departing Australia Superannuation Payment (DASP).

Temporary residents are not eligible to commence a Transition to Retirement Account or a Retirement Income Account, nor are they able to claim benefits on the following grounds:

- Retirement;
- Financial Hardship;
- Specified Compassionate Grounds;
- Leaving your employer; or
- Less than \$200.

Please note that benefits are still able to be paid to temporary residents under the following conditions:

- Death;
- Total and Permanent Disablement;
- Permanent Incapacity; or
- Terminal Medical Condition.

If you are a temporary resident and do not claim your Departing Australia Superannuation Payment (DASP) benefit within six (6) months of departing Australia and your visa has ceased to be in effect, Club Super may be required to transfer your superannuation benefit to the ATO as unclaimed money.

If Club Super transfers your DASP benefit to the ATO, then in accordance with relief provided by the Australian Securities and

Investments Commission (ASIC), Club Super will not issue you with an exit statement. If your DASP benefit is transferred to the ATO by Club Super, you may then claim your benefit directly from the ATO.

The Trustee is required to provide you with information to assist you with this, and will endeavour to do so as soon as practicable after you contact us, and in any event within 1 month from that date. You can contact the ATO on +61 26216 1111 between 8 a.m. to 5 p.m. AEST, Monday to Friday or you can complete the online application form by logging onto: <https://www.ato.gov.au/individuals/super/accessing-your-super/temporary-residents-leaving-australia/>

## Rollover to a New Zealand KiwiSaver Scheme

If you have permanently emigrated to New Zealand, you are able to transfer your Australian superannuation benefits to a New Zealand KiwiSaver scheme if you wish.

To transfer the money in your Club Super account to a participating KiwiSaver scheme, you will need to complete a *Benefit Payment Application* Form (available by contacting Club Super) and attach the following documentation:

- proof of your age/identity;
- a Statutory Declaration (made in Australia or New Zealand) stating that you have permanently emigrated to New Zealand;
- proof of your residence in New Zealand that is no older than 3 months. For example, a copy of a utilities bill in your name; and
- confirmation from your KiwiSaver scheme provider that they will accept a transfer from an Australian superannuation fund.

Once you have provided Club Super with all the necessary information required to transfer your super benefits, we will pay the amount to the KiwiSaver Scheme within 30 days.

Any superannuation benefits that are transferred to a KiwiSaver scheme are generally subject to New Zealand's retirement savings rules. However, the transferred money:

- can only be transferred from a complying super fund regulated by APRA (such as Club Super);
- cannot be used to purchase your first home;
- cannot be moved to a third country; and
- cannot be accessed until you reach age 60 and you satisfy the Australian definition of retirement at that age.

Transfers from a participating Australian super fund are not taxed when you transfer them to a New Zealand KiwiSaver scheme. They are also tax free when withdrawn from your KiwiSaver scheme once you are legally allowed to access them.

If you would like more information about transferring Australian super money to New Zealand, visit the ATO's website - [ato.gov.au](http://ato.gov.au)

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## Leaving your employer

If you cease employment with your current employer, you can remain a member of Club Super. Your account will continue to receive investment earnings, and you will regularly receive member statements. The fees and costs outlined in the *Club Super PDS* and the *Club Super Additional Information - Fees and costs* will continue to apply.

With the Government's choice of fund laws, you may be able to ask your new employer to send your superannuation contributions to Club Super. You would need to nominate Club Super on your *Choice of Super Fund (Nomination form)* and ask your new employer if they are willing to become a contributing employer with Club Super.

## Rollovers

You have the option of rolling over your Club Super account to another superannuation fund. Contact Club Super for a *Benefit Payment Application Form*. Please note that we collect proof of identification from you before we pay your benefit. Identification requirements are provided at the end of this document.

Club Super uses the ATO Supertick service to verify identification for rollovers between funds.

## Unrestricted non-preserved

On ceasing employment, any restricted non-preserved benefit you have, immediately becomes an unrestricted non-preserved benefit. Your last 30 June Member Statement will tell you if you have a restricted non-preserved benefit. You can claim an unrestricted non-preserved benefit at any time.

## Benefits less than \$200

Club Super allows benefits of less than \$200 to be paid to members. The benefit to be paid needs to be the entire member's benefit and Club Super must not be receiving any further contributions from the member's employer. Other conditions apply, please contact Club Super to determine if your benefit is payable.

## Portability transfer

A portability transfer is a full or partial transfer of your account to another superannuation fund whilst you are still employed, and whilst contributions are continuing to be directed to the original fund.

You are able to undertake one portability transfer in any 12 month period. Where a partial transfer is requested, and employer contributions are continuing to be made, a balance of \$5,000 is required to be retained in the Fund. This amount is to cover impending expenses, such as insurance premiums and administration fees. It also ensures continuity of any insurance cover.

## Exit fee

Club Super charges \$55 for each amount you take out of your account. This fee is not charged for internal transfers to and from the Club Income Stream.

## Identification requirements

We are required by law to obtain proof of your identity before paying any benefit. You may elect for

1. Electronic based identity verification or;
2. Document based identity verification.

## Electronic Based Identity Verification

We will use a credit reporting agency to verify your details across a range of data sources. This will only be used to verify your identity under current legislation, and is not a credit check. If we are unsuccessful in electronically verifying your identity, we may request you to provide document based proof of your identity. We may be unable to verify you electronically if your name has recently changed or you are currently living overseas.

You will need to provide either your Passport or your Driver's Licence number if you would like us to verify you electronically. We will be in touch if there are any issues verifying your identity.

## Document Based Identity Verification

We must obtain certified copies of the following to prove your identity. If you have international identification documents, or are unable to provide the documents sought, please contact us.

### EITHER:

One of the following certified documents only:

- driver's licence issued under State or Territory law (current and must not have expired)
- passport (must be current, however we can still accept if it has expired within the last 2 years)
- 18+ Card (must be current)

### OR:

Two of the following documents (one from each column)

One of the following documents: <ul style="list-style-type: none"><li>• Birth certificate or birth extract</li><li>• Citizenship certificate issued by the Commonwealth</li><li>• Concession card (a pensioner concession card, or a health care card, or a seniors health card).</li></ul>	AND	One of the following documents: Notice that contains your name & residential address that was issued by: <ul style="list-style-type: none"><li>• Commonwealth, State or Territory Government within the past 12 months that records the provision of a financial benefit, for example: Letter from the Department of Human Services regarding a Government assistance payment, or</li><li>• Australian Taxation Office within the past 12 months that records a debt or refund payable, for example: Tax Office notice of Assessment, or</li><li>• Notice issued by Local Council or Utilities Provider within the past 3 months that records the provision of services for example: Rates Notice, Electricity or Phone Bill.</li></ul>
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## Have you changed your name?

If you have changed your name, you will need to provide a certified copy of: Marriage Certificate from the Births, Deaths & Marriages Registration Office, Decree Nisi, Deed Poll or change of name certificate from the Births, Deaths & Marriages Registration Office. A certified copy of a Ceremonial Certificate is not acceptable.

## Certification of Documents

All copied pages of ORIGINAL proof of identity documents must be certified as true copies by any individual approved to do so (see below). The person who is authorised to certify documents must sight the original and the copy and make sure both documents are identical, then make sure all pages have been certified as true copies by writing or stamping "Certified true copy" followed by their signature, printed name, qualification (e.g. Justice of the Peace, Australia Post employee, etc) and date. The following can certify copies of the originals as true and correct copies:

- a person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described)
- a judge of a court
- a magistrate
- a chief executive officer of a Commonwealth court
- a registrar or deputy registrar of a court
- a Justice of the Peace
- a notary public
- a police officer
- an agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- A permanent employee of the Australian Postal Corporation with 2 or more years of continuous service who is employed in an office supplying postal services to the public
- an Australian consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955)
- an officer with 2 or more continuous years of service with one or more financial institutions (for the purposes of the Statutory Declaration Regulations 1993)
- a finance company officer with 2 or more years of continuous service with one or more finance companies (for the purposes of the Statutory Declaration Regulations 1993)
- an officer with, or authorised representative of, a holder of an Australian financial services licence, having 2 or more continuous years of service with one or more licensees
- a member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants
- a dentist
- a chiropractor
- a legal practitioner
- a medical practitioner
- a nurse
- an optometrist
- a patent attorney
- a pharmacist
- a physiotherapist
- a psychologist
- a trade marks attorney
- a veterinary surgeon
- a bailiff
- a clerk of a court
- a commissioner for Affidavits
- a commissioner for Declarations
- an employee of the Australian Trade Commission who is:
  - (a) in a country or place outside Australia; and
  - (b) authorised under paragraph 3 (d) of the Consular Fees Act 1955; and
  - (c) exercising his or her function in that place
- an employee of the Commonwealth who is:
  - (a) in a country or place outside Australia; and
  - (b) authorised under paragraph 3 (c) of the Consular Fees Act 1955; and
  - (c) exercising his or her function in that place
- a fellow of the National Tax Accountants' Association
- a holder of a statutory office not already specified in one of the other items listed
- a marriage celebrant registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961
- a master of a court
- a member of the Governance Institute Australia
- a member of Engineers Australia, other than at the grade of student
- a member of the Association of Taxation and Management Accountants
- a member of the Australian Defence Force who is:
  - (a) an officer; or
  - (b) a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with 5 or more years of continuous service; or
  - (c) a warrant officer within the meaning of that Act
- a member of:
  - (a) the Parliament of the Commonwealth; or
  - (b) the Parliament of a State; or
  - (c) a Territory legislature; or
  - (d) a local government authority of a State or Territory



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- a minister of religion registered under Subdivision A of Division 1 of Part IV of the Marriage Act 1961
- a permanent employee of:
  - (a) the Commonwealth or a Commonwealth authority; or
  - (b) a State or Territory or a State or Territory authority; or
  - (c) a local government authority;
- with 2 or more years of continuous service who is not already specified in one of the other items listed
- a person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made
- a senior executive service employee of:
  - (a) the Commonwealth or a Commonwealth authority; or
  - (b) a State or Territory or a State or Territory authority
- a sheriff
- a sheriff's officer
- a teacher employed on a full-time basis at a school or tertiary education institution
- a member of the Australasian Institute of Mining and Metallurgy
- an officer with, or a credit representative of, a holder of an Australian credit licence, having 2 or more years of continuous service with one or more licensees.
- a person authorised as a notary public in a foreign country

## Contact details for Club Super

**Postal address:** PO Box 10726  
Brisbane Adelaide Street QLD 4000

**Phone:** 1300 369 330

**Email:** [info@clubsuper.com.au](mailto:info@clubsuper.com.au)

**Business address:** Level 2 - West Tower  
410 Ann Street Brisbane QLD 4000

**Fax:** (07) 3236 0555

**Website:** [clubsuper.com.au](http://clubsuper.com.au)

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## General Advice Warning

*Club Super Additional Information – Claiming a benefit contains general information only. It is not intended to contain any recommendations or statements of opinion or advice and it does not take into consideration your individual objectives, financial situation or particular needs. Therefore, before making a decision regarding your super benefits in Club Super, you should consider the appropriateness of any information provided in the *Club Super PDS* and this document. Club Plus Qld. Pty. Ltd. (ABN 30 010 892 396), the Trustee of Club Super (ABN 12 737 334 298) is Corporate authorised representative No. 268814 under Australian Financial Services Licence No. 238507 and is authorised to provide general financial product advice.*