

# Application for the early release of benefits on compassionate grounds



Use this form to apply for early release of a superannuation benefit on compassionate grounds once you have received a letter of approval from the Australian Tax Office (ATO).

- If you don't have a letter of approval, you can apply to the ATO via the ATO website at [ato.gov.au](https://ato.gov.au).
- Benefits in a retirement income stream cannot be accessed on compassionate grounds, only benefits held in a superannuation account.

Please use a dark pen and CAPITAL letters. Insert (X) when you have to choose an option. If you have any questions, please contact our Member Support Team on **1300 650 873**.



\* Indicates that providing this information is mandatory. Not doing so may delay the processing of your request.

## Step 1: Your personal details

Account number\*

Member number

Title

Date of birth\* (DD-MM-YYYY)

First name\*

Middle name

Last name\*

Home address\* (must not be a PO Box)

Suburb\*

State\*

Postcode\*

Mobile number\*

Daytime contact number

Email (Providing a personal email address rather than a work email address ensures we can contact you even if you change employers.)

By providing my email address I'm consenting to receive communications from Aware Super digitally as appropriate and in accordance with Aware Super's Privacy Policy. I understand I can change my communication preferences at any time by logging into MembersOnline or calling Aware Super on **1300 650 873**.

Tax File Number (TFN)

There is no requirement for you to provide your TFN and failing to do so is not an offence. However, if you do not provide your TFN, the taxable component of any withdrawals you make from your super account before age 60 will have tax withheld at the top marginal tax rate plus Medicare levy. Choosing to quote your TFN would also make it easier to keep track of your superannuation in the future. Under the Superannuation Industry (Supervision) Act 1993, we are authorised to collect your TFN, which will only be used for lawful purposes. These purposes may change in the future as a result of legislative change. The TFN may be disclosed to another superannuation provider, when your benefits are being transferred, unless you request in writing.



### Bank details

The bank account must be in your name or jointly with another person with your name in the **Account name**.

## Step 2: Details of payment

**IMPORTANT** You may lose any insurance cover if the balance remaining after payment does not cover your premium payments. If you withdraw your full balance you will lose any insurance cover (if you have any).

Withdrawal amount (Up to the amount approved as per the letter from the ATO)

\$     ,     .

Payment can only be made directly to an Australian bank, building society or credit union account held in your name, or held jointly in your name with other person(s).

**You must provide proof of identity if you are providing the below bank details for the first time.**

Account holder name/s

Branch (BSB) number

Australian bank account number

Name of bank or financial institution

Branch location

Please ensure the bank details provided are accurate and written clearly. We cannot be held liable where incorrect details are provided above. We cannot deposit your withdrawal into business or superannuation fund accounts or credit accounts such as a Visa or Mastercard account.

## Step 3: Proof of identity

**Select (X) one of the following options:**

☐ I have previously provided certified proof of identity documents or provided the electronic verification information below to Aware Super and I am not changing my name, date of birth or mobile phone number, providing bank details for the first time or changing a previously nominated bank account.

☐ I will provide proof of identification for electronic verification.

Please provide any TWO of the following:

1. Full name **exactly** as it appears on my Medicare card

My Medicare number is

Valid to (MM-YYYY)

My reference number on this card is

Select your Medicare card colour

☐

Green

☐

Blue

☐

Yellow

2. Full name **exactly** as appears on my driver's licence<sup>#</sup>

Licence number

Licence card number

State of issue

Expiry date (DD-MM-YYYY)

3. My **Australian** passport number is

Place of birth (as shown on your passport)

Country of birth (not shown on your passport)

Family name at birth (not shown on your passport)

☐ I will provide original, certified proof of identity (POI) documents. For a list of POI documents and certification guidelines, refer to the **Notes** section. If my POI documents have not been certified correctly, I understand Aware Super may use the information on the documents to verify my identity electronically using independent data sources.

<sup>#</sup> If providing your driver's licence details in this step, your driver's licence number and driver's licence card number must be provided for Aware Super to complete Proof of Identification checks for those Australian States and Territories where the card number is a mandated requirement. Visit [aware.com.au/verify](http://aware.com.au/verify) for further information on whether your State/Territory has this as a mandated requirement.

## Step 4: Read our privacy information

The personal information provided on this form is collected and held by Aware Super, in accordance with the Australian Privacy Principles of the *Privacy Act 1988* (Cth), for the purpose of administering accounts, assessing claims and providing services associated with fund membership. For further information about how personal information is handled, please call us on **1300 650 873** or visit **[aware.com.au/privacy](https://aware.com.au/privacy)** to view the privacy policy (a hard copy of the policy may also be provided on request). The policy contains information about access to and correction of personal information, how a complaint can be made about a privacy breach and other important information about how personal information is collected, used and disclosed.

## Step 5: Declaration

I declare that:

- The information I have provided in this form is true and correct.
- I understand that my insurance cover will cease if I don't have enough funds remaining in my super account to pay premiums.
- I understand that any applicable tax will be deducted from my super account.
- I have read, understood and accept the Aware Super privacy policy.
- I acknowledge that the trustee may require additional proof of identity in certain circumstances under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.
- I understand that any amount/s I have invested in the Term Deposit Option, cannot be accessed before the maturity date. Only under special circumstances and at Trustee discretion, may the trustee allow a term deposit to be terminated early. I understand there may be extra costs associated with an early termination, such as a reduction in interest accrued.
- I understand that unit prices will apply to the amount withdrawn on the day the withdrawal is processed from each investment option.
- I authorise the use of my personal details, above, for the purpose of electronic data verification. I understand that my information will be used to verify my identity electronically using independent data sources.
- I understand that if I intend to claim a tax deduction for any personal contributions I have made to the Fund in the current or previous financial years, I must provide a *Notice of intent to claim or vary a deduction for personal super contributions* form to the Trustee before I close the account into which I have made the personal contributions. If a partial withdrawal is made the maximum tax deduction available may be reduced. I understand that it may be preferable to provide a *Notice of intent to claim or vary a deduction for personal super contributions* form to the Trustee before the partial withdrawal.

Signature\*

Date signed\* (DD-MM-YYYY)



Please sign and date form here.



Upload or post the form to us.

## Step 6: How to send us your completed form

Upload clear copies of your completed form and supporting documents via our website at **[aware.com.au/upload](https://aware.com.au/upload)**. Acceptable file formats are **pdf, jpeg, jpg** and **png**.

OR

Please post the completed form to:

**Aware Super**  
**GPO Box 89**  
**MELBOURNE VIC 3001**

In case you need any further assistance, please contact our Member Support Team on **1300 650 873**.

## Proof of identity

### Change of name

If you have changed your name, you must provide a certified copy of one of the following name change documents:

- marriage certificate or certificate of registration (if you are on the relationship register) issued by the Births, Deaths and Marriages Registration Office (ceremonial certificates cannot be accepted)
- deed poll or change of name certificate from the Births, Deaths and Marriages Registration Office. If you have reverted to your maiden name, we will require your marriage certificate (from the Births, Deaths and Marriages Registration Office) showing your original maiden name and your married name.

### Change of bank account details

You need to provide proof of identity documents when setting up or updating the bank account you're nominating to receive payments into. You can provide your identification for electronic verification in the proof of identity step of this form. Alternatively, you can provide certified proof of identity, refer to the acceptable documents list below.

### Acceptable documents and certification

#### Providing electronic proof of your identity

To verify your identity electronically, you can provide two government-issued identification documents – such as your Australian Passport, Driver's Licence and Medicare Card within the proof of identity step of this form. Alternatively, you must provide certified proof of identity document(s). Refer to the acceptable documents list below.

#### Providing certified proof of your identity is a three-step process:

##### 1 Collect your originals

Collect your proof of identity document(s). We have listed the documents you can use below.

##### 2 Photocopy your originals

##### 3 Have your copies certified

Take your copies and your original documents to a person who can certify documents. A list of authorised certifiers and certification guidelines is included under **Certification of personal documents**.

You can provide:

#### Either:

A certified copy of one of the following documents:

- A current drivers licence with a photograph, issued in Australia or under the authority of a foreign country.\*
- An Australian passport (if expiry is less than 2 years old)
- A current Australian state/territory proof of age card containing your photograph
- A current passport, similar travel document or national identity card issued by a foreign government department, the UN or an agency of the UN, containing your photograph and either your signature or a unique identifier\*

#### Or:

One certified document from this list:

- A birth certificate issued by a state or territory of Australia, by a foreign government, or by the United Nations or an agency of the United Nations\*
- A citizenship certificate issued by the Commonwealth or a foreign government\*
- A current Centrelink pension card that entitles you to receive financial benefits

#### AND

One certified document from this list:

- A notice issued by the ATO within the last 12 months that shows your name and current residential address and records an amount payable to or by you e.g. your last tax assessment
- A notice issued by a local council or utilities provider in the last three months showing the provision of services to you and your current residential address e.g. rates notice, electricity or water bill
- A notice issued by the Commonwealth or a state or territory government within the last 12 months showing your name and current residential address and the provision of financial benefits to you e.g. Centrelink letter
- If you're under 18, you can provide a student card, or a letter from a school principal. The letter must include the date it was issued (within three months of providing your proof of ID), your name, residential address and the dates you attended the school.

\*If the document and/or the certification is not written in English, it must be accompanied by an English translation prepared by a translator accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI). If you are unable to provide these documents, please call us to discuss alternatives.

## Certification of personal documents

All copied pages of original personal identity documents (including any change of name documents) must be certified as true copies by an authorised person with the appropriate qualifications or registration (see below) who cannot be the owner or addressee of the document. The authorised person must sight the original and the copy to ensure the documents are identical, then certify each page by writing "I certify that this document is a true copy of the original", followed by their signature, printed name, address, qualification (e.g. justice of the peace, Australia Post employee), registration number (if applicable) and date.

### If you are in Australia

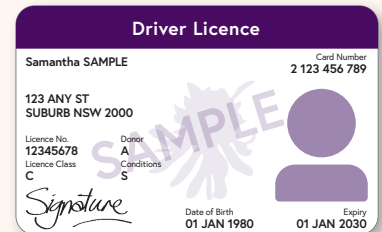
The following lists a subset of people who are authorised to witness your signature on a statutory declaration as well as certify copies of original documents. For a complete list of authorised witnesses/certifiers, go to the Attorney-General's Department website at [www.ag.gov.au](http://www.ag.gov.au).

- Australia Post employee in charge of an office providing postal services (charges may apply)
- chiropractor
- dentist
- Financial adviser or financial planner
- full-time or part-time teacher employed at a school or tertiary institution
- justice of the peace
- legal practitioner
- magistrate
- medical practitioner
- nurse
- optometrist
- pharmacist
- physiotherapist
- police officer
- psychologist
- veterinary surgeon

Samantha Sample has provided a copy of her identification. It includes her **signature, full name, date of birth and current residential address**.

The authorised person has sighted the original identification and confirmed that the copy is a true copy.

Details for the authorised person to include are full name, address, qualification, registration number (if applicable), date and signature.



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

*K Anderson*

Name: Kate Anderson

Address: 6 Some St Suburb NSW 2000

Qualification: JP

Registration no: 123456

Date: 1 October 2023

**i** If you are providing a certified copy of your driver's licence, please ensure this copy contains the card number which may be located on the back of your card.

### If you are outside Australia

The following people can certify copies of the originals:

- consular staff at an Australia Embassy, High Commission or Consulate
- a public notary or other person authorised to administer an oath or affirmation or to authenticate documents in the country you are visiting or living in.

The professions listed under **If you are in Australia** can only certify documents outside Australia if they work or are registered in Australia. Where your documents are certified outside Australia, the certifier must quote their registration number or the relevant law that qualifies them to authenticate your documents.

This page has been left blank deliberately.