

## Severe financial hardship request form

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Suncorp Portfolio Services Limited (Trustee)  
 ABN 61 063 427 958, AFSL 237905, RSE L0002059

### Use this form to make a cash withdrawal from your Suncorp Everyday Super account under grounds of severe financial hardship

We understand this is a difficult time for you.

As super is designed to help you save for your retirement, legislative rules mean your super can't usually be accessed before you meet a 'condition of release' (ie the reason why you can make a withdrawal), such as reaching your 'preservation age' (ie the age you can generally start accessing your super) and retiring.

It's your money, but by law, we'll need a significant amount of information from you. Once you've done all this, we'll be able to check if we can release your super to you early.

Thank you for taking the time to complete this form.

#### Tips to help you complete this form

- Use a blue or black pen and write in CAPITAL letters
- Use an 'X' to mark answer boxes
- Complete all sections of the form and sign and date on pages 2, 6 and 8 with a witness where required

#### Have any questions?

If you'd like help completing this form, or if you have any questions, just call us on 1800 191 517. We'll be happy to help.

### Important Information

The amount you can withdraw from your super depends on your age and the type of claim you are making, as shown in the table below:

	Your age	Legislation requires that you	How much can you receive?
<b>Claim type A</b>	Under 55 and 39 weeks	<ol style="list-style-type: none"> <li>1. Provide the Trustee with written evidence<sup>1</sup> from the Department of Human Services (DHS) stating that:                             <ul style="list-style-type: none"> <li>• You've been on Commonwealth income support payments for a continuous period of 26 weeks and</li> <li>• You were in receipt of the Commonwealth income support payments at the date of the written evidence from the Commonwealth department or agency</li> </ul> </li> <li>2. Satisfy the Trustee that you're unable to meet reasonable and immediate family living expenses</li> </ol>	If you satisfy both of these tests, the Trustee may, in any 12 month period, release one lump sum payment to you.  The lump sum payment can't be: <ul style="list-style-type: none"> <li>• More than a gross amount of \$10,000 or</li> <li>• Less than \$1,000 (unless your account balance is less than \$1,000)</li> </ul> Appropriate taxes will be deducted from any payment made.
<b>Claim type B</b>	Over 55 and 39 weeks	<ol style="list-style-type: none"> <li>1. Provide the Trustee with written evidence stating that you've been on Commonwealth income support payments for a cumulative period of 39 weeks after reaching age 55 and</li> <li>2. Must not be gainfully employed on the date of your application</li> </ol>	If you satisfy both of these tests, the Trustee may release your entire account balance.  Appropriate taxes will be deducted from any payment made.

<sup>1</sup> The Trustee can obtain this information directly from DHS. To enable the Trustee to do so, please provide your DHS reference number under the **DHS reference number declaration** section of this form.

















