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Important Information About Applying for Early Release of Super on Compassionate Grounds

In certain circumstances, the ATO may instruct the Trustee to release a portion of the money held in your super account, also known as your 'superannuation benefit', on compassionate grounds to help you meet unpaid expenses.

APPLICATIONS MUST BE MADE TO THE ATO

An application for early release of some of your superannuation benefit on compassionate grounds must be made to the Australian Taxation Office (ATO).

ARE YOU ELIGIBLE?

Before you make an application to the ATO, the first thing to do is check if you're eligible.

The ATO will only approve a release of your super on compassionate grounds if you meet all the conditions listed below.

1. You need money to pay for one of the following:

- Medical treatment and medical transport for you or your dependant
- Making a payment on a home loan or council rates so you don't lose your home
- Modifying your home or vehicle or buying disability aids to cater for the severe disability of you or your dependant
- Palliative care for you or your dependant
- Expenses associated with the death, funeral or burial of your dependant.

Specific eligibility criteria apply for each of the listed compassionate grounds. For details, please visit the [ATO website](#). More information on who is considered a dependant is available via the [ATO website](#).

2. You have not yet paid the expense. The ATO only approves compassionate release of super to help you with unpaid expenses. If you have already paid the expense, for example by using a loan, a credit card or money borrowed from family or friends, you do not meet the eligibility requirements.

3. You can't afford to pay part or all of the expenses without accessing your super. That is, you can't pay the expense by:

- Getting a loan
- Using your savings
- Selling shares, investments or assets

4. You are a citizen or permanent resident of Australia or New Zealand.

5. You are able to provide all required supporting evidence and invoices/quotes.



If you answered yes to all five conditions listed above, you are eligible to apply.

The ATO will only approve a compassionate grounds release payment of the amount required to cover the unpaid expense.

You must ensure that there is sufficient balance in your account to make the release. If you withdraw your entire account balance any insurance cover you hold with Verve Super will cease and your account will be closed.

WHAT IF YOU ARE NOT ELIGIBLE?

If you did not answer yes to all five conditions listed above, you're not eligible to apply for early release of super on compassionate grounds.

You may, however, be eligible to apply to the Trustee for early release of a portion of your superannuation benefit on financial hardship grounds if:

- You've been receiving an Australian Commonwealth Income Support Payment for at least the past 26 weeks;
- You're unable to meet reasonable and immediate family living expenses; and
- You have not received a payment for a severe financial hardship claim from any super fund in the previous 12 months.

For more information on early release on financial hardship grounds, please contact us at hello@vervesuper.com.au or call us on 1300 799 482.

MAKING AN APPLICATION

You must submit your application online via your myGov account linked to ATO online services.

Specific supporting documents relevant to the expense you need to pay for are required to be submitted along with your application.

The ATO will assess your eligibility for a compassionate release of super. If your application is approved, the ATO will send you an SMS and a letter to your myGov inbox. The ATO will also notify us.

It's then up to you to complete this form to request a release of your superannuation benefit. You'll need to provide us with a copy of the approval letter from the ATO. The approval letter can only be used to release one lump sum payment.

TAXATION

How any compassionate grounds payment that may be paid will be taxed depends on your age and the components of your super. If you are under age 60, we may be required to deduct tax on the taxable component of the payment. Consult your accountant and/or financial planner for details on the tax treatment for your personal circumstances.



Complete this form to apply to make a lump sum withdrawal from your Verve Super account on compassionate grounds.

You can find detailed information about Verve Super in our Product Disclosure Statement (PDS), Additional Information Booklet, Insurance Guide, Financial Services Guide and Privacy Policy, all of which can be obtained from vervesuper.com.au or on request by phoning 1300 799 482.

This form can be posted to Verve Super, PO Box 909, Byron Bay NSW 2481 or emailed to hello@vervesuper.com.au.

Section 1: Personal Details

GIVEN NAME(S)

SURNAME

MEMBER NUMBER

DATE OF BIRTH (DD/MM/YYYY)

/ /

MOBILE PHONE NUMBER

EMAIL ADDRESS*

RESIDENTIAL ADDRESS

CITY

STATE

POSTCODE

Section 2: Condition of Release

I HAVE BEEN APPROVED BY THE ATO FOR AN EARLY RELEASE OF SUPER ON COMPASSIONATE GROUNDS.

Section 3: Withdrawal Information

AMOUNT YOU ARE AUTHORISED TO WITHDRAW*[^]

\$

* The amount specified above is a gross amount, and tax may be payable on withdrawals.

[^] If you withdraw your entire account balance any insurance cover you hold with Verve Super will cease and your account will be closed.



The payment will be made into the account you specify below:

ACCOUNT NAME*

NAME OF FINANCIAL INSTITUTION

BSB

ACCOUNT NUMBER

* We can only make payments into an Australian bank, credit union or building society account that's in your name or held jointly in your name with another person.

Section 4: Verification of Identity

Please select one of the two options below.

OPTION 1 – I WANT TO ATTACH PAPER COPIES OF CERTIFIED ID

Please ensure that you provide photocopies and not originals of your identification documents and that each page of each document is correctly certified as a true copy.

For more information, see the **Providing Certified ID Fact Sheet** attached.

If the documents you provide are not correctly certified or are unable to be read, we will request that you resend an acceptable copy. We are not able to action your withdrawal request until you have provided us with the information we require.

OPTION 2 – I WANT TO USE ELECTRONIC VERIFICATION

By providing the information below, you authorise us to validate your identity and perform an anti-money laundering and counter terrorism financing check using a third party id validation provider, including confirming your document is valid with the original document issuer.

You must provide **at least two** of the following (if you are unable to provide this information you will need to provide certified ID as per option 1):

AUSTRALIAN PASSPORT

Please complete the details exactly as they appear on your Passport

PASSPORT NUMBER

FIRST NAME

LAST NAME

DATE OF BIRTH

SEX



MEDICARE CARD

Please complete the details exactly as they appear on your Medicare Card

CARD NUMBER

REFERENCE NUMBER

FIRST NAME

LAST NAME

DATE OF BIRTH

CARD EXPIRY DATE

AUSTRALIAN DRIVERS LICENCE

Please complete the details exactly as they appear on your Licence

LICENCE NUMBER

STATE OF ISSUE

FIRST NAME

LAST NAME

DATE OF BIRTH

Section 5: Declaration and Signature

By completing this form, I declare that:

- I have made an informed decision because I have read and understood the PDS and all related documents to which this withdrawal request applies.
- All the details that I have provided are true and correct.
- I have read the Privacy Statement (below) and consent to Verve Super using my personal information for the purposes as stated.
- I understand that I can request appropriate information that I may reasonably require from the Fund for the purpose of understanding my benefit entitlement, including information about fees and charges that may apply.
- I acknowledge that the Trustee cannot provide me with financial advice about the consequences of withdrawing my benefit and that I should consult an appropriately qualified adviser for such advice.
- I accept that I am bound by the provisions of the trust deed and rules which govern the operation of Verve Super.

SIGNATURE

DATE (DD/MM/YYYY)

/ /

PRINT NAME

PRIVACY STATEMENT: By signing this form you consent to Verve Super collecting and using your personal information in order to establish and administer your super account, improve our products and services, keep you informed, and comply with the relevant legislation. Your personal information is generally collected from you but sometimes it may be collected from third parties like your employer or another Australian super fund with whom you have an account. Your personal information may be disclosed to other parties, including the Trustee, the Fund's Promoter and Sub-Promoter, the Fund's Administrator, the Fund's Insurer and professional advisers, government bodies and the trustee of any other fund to which you transfer, in order to administer your account. To access your personal information or for a copy of our Privacy Policy, visit www.vervesuper.com.au, phone 1300 799 482 or email us at hello@vervesuper.com.au.



Providing Certified ID Fact Sheet

There are various types of documentation that we can accept as proof of your identity. Use this Fact Sheet for information on how to ensure documents are certified correctly.

When submitting forms to Verve Super you may be required to provide certified documents in hardcopy so that we can prove you are the person to whom the super account belongs to.

1. ACCEPTABLE IDENTIFICATION PROOF DOCUMENTS

Generally, proof of identity will require:

- a. Certified copies of **one primary photographic** identification document.

OR

- b. A certified copy of **one primary non-photographic** identification document and **one secondary identification** document.

PRIMARY PHOTOGRAPHIC DOCUMENTS	PRIMARY NON-PHOTOGRAPHIC DOCUMENTS	SECONDARY DOCUMENTS
<ul style="list-style-type: none"> • Current Australian driver's licence issued under State or Territory law*. • Current proof of age card issued under State or Territory law. • Australian Passport (current or may be expired within 2 years). • Current foreign driver's licence (including photo, date of birth and signature)*. • Current foreign passport • Current national identity card issued by a foreign government (including photo, date of birth and signature). <p>AND</p> <p>An English translation if in a foreign language**</p>	<ul style="list-style-type: none"> • Australian birth certificate or birth extract. • Foreign birth certificate or birth extract. • Australian citizenship certificate issued by the Commonwealth. • Citizenship certificate issued by a foreign government. • Current pension card issued by the Department of Human Services (Centrelink) that entitles the person to financial benefits. • Current health care card (Issued by Centrelink). <p>AND</p> <p>An English translation if in a foreign language**</p>	<ul style="list-style-type: none"> • A current notice (showing name and residential address) issued by: <ul style="list-style-type: none"> • Commonwealth or State Government (within 12 months); • Australian Taxation Office (within 12 months); or • Local Government or utilities provider (within 3 months). <p>OR</p> <p>If under the age of 18, a notice that:</p> <ul style="list-style-type: none"> • Is issued by a school principal within the preceding 3 months; • Records name and residential address; and • Records school attendance.

*Including the back of the driver's licence if your address has changed.

**Documents written in a foreign language must be accompanied by a translation into English by an accredited translator.



2. CERTIFYING DOCUMENTS

A certified copy of an identification document is a copy of an original document, which has been certified and signed by a person who is authorised to certify that it is a true and correct copy of the original.

For a full listing of people who can certify your documents, see the Statutory Declarations Regulations 1993.

Some of the people who can certify copies of originals as true copies in Australia are:

- a medical practitioner
- an optometrist
- a nurse
- a veterinary surgeon
- an optometrist
- an accountant (member of CA, CPA or IPA)
- a psychologist
- a police officer
- a pharmacist
- a legal practitioner
- a chiropractor
- a Justice of the Peace
- a dentist
- a judge or magistrate
- a physiotherapist
- a chief executive officer of a Commonwealth court
- a teacher employed on a full-time basis at a school or tertiary institution
- an employee with two or more years' continuous service with an office supplying postal services to the public
- an officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL), having two or more years continuous service with one or more licensees

If you are living overseas, the persons who are authorised to certify copies of originals and true copies include:

- an authorised staff member of an Australian Embassy, High Commission or Consulate
- an authorised employee of the Australian Trade Commission who is in a country or place outside Australia
- an authorised employee of the Commonwealth of Australia who is in a country or place outside Australia
- a member of the Australian Defence Force who is an officer or a non-commissioned officer with 5 or more years of continuous service
- a person authorised as a notary public in a foreign country.
- (subject to approval on a case-by-case basis) a Judge of a Court, a Justice of the Peace, a Magistrate or a Police Officer of a foreign country



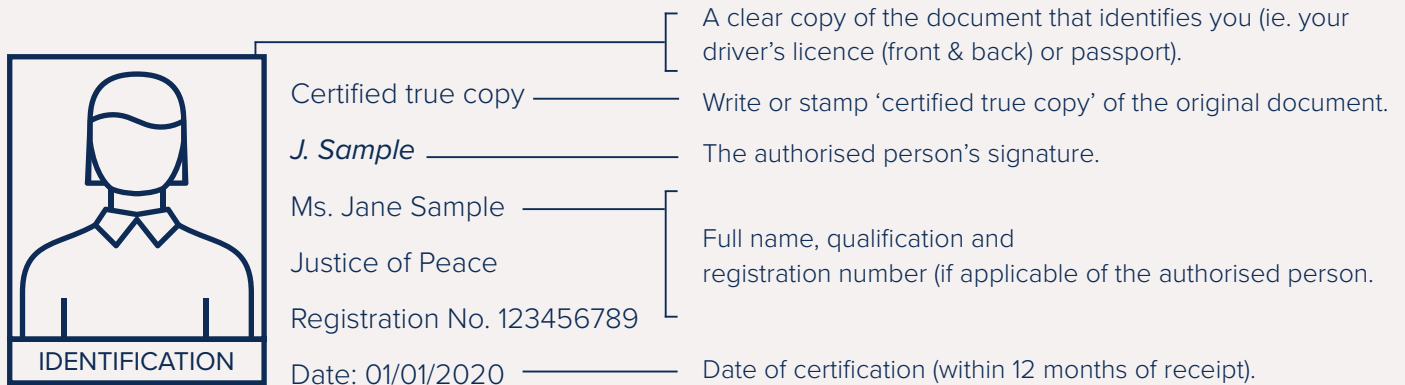
3. HOW TO CERTIFY AN IDENTIFICATION DOCUMENT

You will need to take your original document, and a clear and legible photocopy of both sides of the original document, to a person who is authorised to certify proof of identity documents.

The person authorised to sight and certify documents must:

- Sight the original and the copy and make sure they are identical; and
- Write or stamp 'certified true copy' on all copied pages followed by their signature, printed name, qualification (e.g. Justice of the Peace), registration number (if applicable) and date.

For example:





4. FREQUENTLY ASKED QUESTIONS

A. What happens if I've changed my name or I'm signing on behalf of another person?

If you've changed your name or are signing on behalf of the applicant, you'll need to provide a **certified linking document** proving a relationship exists between two (or more) names.

For a change of name you can request linking documents (e.g. Marriage Certificate, Deed Poll, Change of Name Certificate, Divorce Decree or Registered Relationship Certificate) from the Births Deaths and Marriages Registration Office.

If you are signing on behalf of the applicant, you will need to provide Guardianship papers or Power of Attorney documents.

B. Do proof of identity and/or linking documents need to be translated?

If your proof of identity and/or linking documents are in a language that is not understood by the person carrying out the verification, they must be accompanied by an English translation prepared by an accredited translator.

C. For how long is the certification valid?

Documents certified more than 12 months ago will not be accepted.