

# Early release of benefit

## Compassionate grounds

This fact sheet will help you apply for the early release of your super benefit from BUSSQ on compassionate grounds.

We understand this can be a difficult time for you. If you need support to meet any of the requirements, talk to one of our member representatives by calling **1800 692 877**.

The following is a guide for preparing your claim.

### Step 1 – Check that you're eligible

You can apply to access your super benefit on 'compassionate grounds' if you need the money to pay for unpaid expenses in relation to:

- Medical treatment for you or your dependants
- Medical transport for you or your dependants
- Partial payment of the home loan or council rates on your primary place of residence, to avoid losing your home
- Modification of a home or vehicle for the special needs of you or your dependant suffering a severe disability
- The cost of palliative care for you or your dependant's terminal illness
- Costs associated with the death, funeral or burial of a dependant

If any of the grounds listed above apply to you, you can apply to the Australian Taxation Office (ATO) for the release of your super benefit on compassionate grounds. If the ATO approves your application, you'll then need to apply to BUSSQ.

### Step 2 – Apply to the ATO

- Call the ATO on **13 10 20** to find out if you are eligible to request the early release of your super from BUSSQ.
- You can apply for early release online via myGov. You will need to create an account if you don't already have one. If you would prefer to use a paper application form or have any questions about myGov, please call the ATO on **13 10 20**.
- When you apply to the ATO for the early release of your super benefit, you will be asked how much money you currently have in your account. To find out the balance of your super account contact BUSSQ on **1800 692 877** or use BUSSQ's secure member online facility to access your account information online. If you haven't registered for member online, you can do so by following the link on the right-hand side of our homepage at [bussq.com.au](http://bussq.com.au)

### Step 3 – Next steps

#### Get the documents and information you need

If the early release of your benefit is approved by the ATO, we will call you to complete your application over the phone. You will need to have the following documents ready:

- ☐ **Proof of Identity** – 2 Options:
  - 1 - Electronic verification via Green ID – valid Australian driver licence or Australian passport, or
  - 2 - Correctly Certified identity documents (see "Certified documentation" section of this form)
- ☐ **A current bank statement for proof of bank details** (see "Providing a bank statement" section of this form)

Please note: you do not need to send us your approval letter from the ATO. The ATO will send BUSSQ a letter (1-3 business days after you receive your letter) advising us how much money can be released from your BUSSQ super account.

## We will call you to complete your application over the phone

Once BUSSQ has received the approval letter from the ATO, we will call you within 5 business days to complete your application over the phone.

- If we are unable to verify your identity electronically, you will need to post us certified copies of your identity along with the completed Early Release of Benefit application form for Compassionate grounds.
- If you are unable to speak with us over the phone, you can complete the application form, sign and return to BUSSQ via post to: **GPO Box 2775, Brisbane Qld 4001** along with certified identification.

There may be tax payable on the amount you withdraw.

**Please note:** The release of superannuation benefits is subject to Government legislation and certain release conditions being met. BUSSQ is required to meet these rules and does not have the authority to waive any requirements listed on this form.

## Providing a bank statement

BUSSQ will pay your benefit to your nominated bank account via Electronic Funds Transfer (EFT). To enable us to do this you must send us a copy of a current bank statement for a personal bank account that is held in your name, or jointly in your name (BUSSQ is unable to pay your benefit into a business account or into an account that is not held in your name). The statement must show your name, BSB and account number. Please ensure the account number provided to us is correct.