

## Benefit payment instructions - super accounts

Once you're eligible and satisfy a condition of release, you can make a cash withdrawal from your HESTA for Mercy account. Alternatively, you can rollover part or all of your HESTA for Mercy account to another fund at any time.

### Eligibility to make a cash withdrawal

Your super is a long-term investment designed to support you in retirement. Because of this, there are strict rules that govern when you can access your super which are known as a 'condition of release'. You are eligible to make a cash withdrawal when you meet any of the following conditions of release:

- you permanently retire or commence a transition to retirement income stream on or after your preservation age
- you cease an employment arrangement on or after the age of 60
- you reach age 65
- you become permanently incapacitated
- you have a terminal medical condition
- you die
- you meet government criteria and receive government approval for the release of some of your super on compassionate grounds
- you are in severe financial hardship
- you change jobs and your account balance is \$200 or you are a 'lost member' who is found and you have less than \$200 in your account on its release
- it's necessary to enable a payment under a release authority in accordance with taxation law.

Temporary residents have different requirements in terms of accessing super benefits early. If you are a departing temporary resident seeking access to super benefits contact the ATO to check how the rules apply to your circumstances.

### Preservation age

Your preservation age is generally between 55 and 60, depending on your date of birth. The table below provides your preservation age depending on your date of birth.

Date of birth	Preservation age
Before 1 July 1960	55
From 1 July 1960 to 30 June 1961	56
From 1 July 1961 to 30 June 1962	57
From 1 July 1962 to 30 June 1963	58
From 1 July 1963 to 30 June 1964	59
After 30 June 1964	60

### Important information

- Withdrawals from superannuation may be subject to tax. See How Super Is Taxed, available at [hestaformercy.com.au/pds](https://hestaformercy.com.au/pds) for more information.
- If you intend to claim a tax deduction on any personal contributions, you must do so before withdrawing. You must meet the government's eligibility criteria and complete a *Notice of intent to claim a tax deduction for super contributions* (NAT71121) available at [ato.gov.au](https://ato.gov.au)
- It's important that you contact us or seek independent financial advice prior to sending your benefit payment instruction form.
- If you intend to split your super with your spouse, you must notify us before you withdraw any funds or your account is closed. We are unable to action this request once your account is closed.
- If you decide to withdraw your full benefit, any insurance cover you have with HESTA for Mercy will cease from the date your benefit is fully paid and your account closed. You will need to sign the declaration at the end of the *Application for benefit payment* to confirm that you understand this.
- Any insurance arrangements that are currently in place through HESTA for Mercy can only continue if you remain a HESTA for Mercy member and there are sufficient funds in your account to cover the cost of your insurance premiums.
- If you make a partial withdrawal you must leave a minimum \$6,000 to keep your account.

## What you need to provide

If you're eligible and are looking to make a cash withdrawal from your super, you will need to complete and return the attached *Benefit payment instructions* form along with:

- certified proof of your identity, and
- a copy of your bank statement issued within the last 6 months.

This is to make sure the instructions are coming from you and any payment is being made to a bank account in your name.

## Rolling over part or all of your super to another fund

To enable us to rollover part or all of your HESTA for Mercy account to another super fund you will need to complete and return the attached *Benefit payment instructions* form with the following details about your other super fund:

- Fund name and your membership number in the other fund
- Contact address for the other fund
- The Australian Business Number (ABN) and/or Unique Superannuation Identifier (USI) of the other fund. If the fund you want to transfer your super to doesn't have an ABN you will need to contact the Fund directly to request evidence of their complying status, such as their notice of compliance
- If you are transferring to a SMSF you should provide us with the SMSF fund name, bank account details and a current Electronic Service Address.

## contact us

1300 368 891 | [Email form to information@hestaformercy.com.au](mailto:information@hestaformercy.com.au) or mail to: PO Box 8334, Woolloongabba QLD 4102

Issued by H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL No. 235249, Trustee of HESTA ABN 64 971 749 321. This information is of a general nature. It does not take into account your objectives, financial situation or specific needs. You should look at your own financial position and requirements before making a decision. You may wish to consult an adviser when doing this. The target market determination for HESTA for Mercy products can be found at [hestaformercy.com.au/tmd](https://hestaformercy.com.au/tmd). Before making a decision about HESTA products you should read the relevant product disclosure statement (call 1300 368 891 or visit [hestaformercy.com.au](https://hestaformercy.com.au) for a copy), and consider any relevant risks ([hestaformercy.com.au/understandingrisk](https://hestaformercy.com.au/understandingrisk)).



# Benefit payment instructions - super accounts

## COMPLETE SHADED SECTIONS

Please complete in **BLOCK LETTERS** using a **BLACK** or **BLUE** pen and ensure it is signed and dated.  
Use this form to make a cash withdrawal from your Super Account or rollover part or all of your super account to another fund.

**!** **IMPORTANT:** Complete ALL details. This is needed to validate your identity and get in touch if we have any questions.

### 1. Your personal details

Member Number	Your name (First name and surname)		
<input type="text"/>	<input type="text"/>		
Date of birth	Mobile or daytime telephone		
<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY	<input type="text"/>		
Residential Address (must be provided - PO Box not accepted)			
<input type="text"/>			
Suburb	State	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Postal Address (if different from above)			
<input type="text"/>			
Suburb	State	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Email			
<input type="text"/>			

I am an Australian or New Zealand citizen or an Australian Permanent Resident.

**Use my tax file number (TFN)\***

We might already hold your TFN. If you're not sure if we currently hold your TFN you can choose to provide it now.

-  -

\*We're authorised under super law to collect, use and disclose your TFN. You don't have to provide your TFN, but if we have it, we'll be able to accept all types of contributions into your account, you won't pay more tax than you need to and it'll be easier to find your other super. If you transfer your super to another fund, we'll give them your TFN unless you tell us not to in writing.

### 2. Cash withdrawal condition of release

Which of the following conditions applies to enable you to make a cash withdrawal from your super?

- I have reached my preservation age and permanently retired
- I have reached aged 60 or above and stopped working with my employer
- I am aged 65 or over
- I am withdrawing an amount from the unrestricted non-preserved component of my super
- I am accessing my total benefit less tax which is less than \$200 after ceasing employment with my employer
- I have been approved for release due to permanent incapacity or terminal illness

Your super is a long-term investment designed to support you in retirement. Because of this, there are strict rules on when you can access your super.

### Withdrawal amount

I want to withdraw:

- My full account balance - I understand that this will result in the closure of my HESTA for Mercy account and cancellation of any insurance cover
- My balance less the minimum account balance of \$6,000 - keeping my HESTA for Mercy account open and retaining any insurance cover
- An amount of \$  net of any tax payable (minimum \$6,000 must be left in your account)

Please continue over page

### Bank account to receive your payment

**NOTE:** Your nominated bank account must be held in your name or, if it is a joint account, you must be one of the account holders. **Please provide a copy of your bank statement issued within the last 6 months as proof of your bank account details.** Payment to your account cannot be made until this proof is received.

Name of institution

BSB

Bank account number:

**!** Please ensure the information you have provided is correct as it may not be possible to recover your money if it is paid to an unintended recipient.

Bank account name:

### Proof of identity

To enable a cash withdrawal from your super you will need to provide proof of identity (along with a copy of your bank statement issued within the last 6 months).

I have attached the required certified proof of identity documents.

Please provide certified copies of both sides of your CURRENT driver's licence or passport. If you don't have a current driver's licence or passport refer to the *Completing Proof of Identity* fact sheet on our website at [hestaformercy.com.au](http://hestaformercy.com.au) for a list of other documents that can be used for proof of identity or contact us on 1300 368 891.

### 3. Rollover to another super fund

#### Rollover amount

I want to rollover to other super fund:

My full account balance – I understand that this will result in the closure of my HESTA for Mercy account and cancellation of any insurance cover

My balance less the minimum account balance of \$6,000 – keeping my HESTA for Mercy account open and retaining any insurance cover

An amount of \$  (minimum \$6,000 must be left in your account)

#### Other super fund to receive your rollover

Member number

Fund name

Fund Address

Suburb

State

Postcode

Australian Business Number (ABN)

 -  -  - 

Unique Superannuation Identifier (USI)

#### SMSF details

Account name (this must be the same as the SMSF)

BSB

Account number:

Electronic Service Address (ESA)

Your transfer will be rejected if the details on this form don't match the ATO's records. Before you submit this form, you should check with the ATO that your details are correct.

- your full name, date of birth and tax file number
- your SMSF's name, ABN and bank account details
- you have an active electronic service address for your SMSF

I've attached proof of ID

Please provide certified copies of both sides of your CURRENT drivers licence or passport. If you don't have a current driver's licence or passport refer to the *Completing Proof of Identity* fact sheet on our website at [hestaformercy.com.au](http://hestaformercy.com.au) for a list of other documents that can be used for proof of ID or contact us on 1300 368 891.

Please continue over page

#### 4. Authorisation – read, sign and date

Please arrange for my benefit payment from my HESTA for Mercy account to be made in accordance with the instructions provided on this form. I understand that:

- My request will not be actioned if the information is incomplete or ambiguous
- I confirm that the bank account is in my name (or jointly) and the details provided above are correct
- If I am withdrawing my full account balance any insurance cover I had will be cancelled and my HESTA for Mercy account will be closed
- Under Protecting Your Super (PYS) legislation an account will be considered inactive and transferred to the Australian Taxation Office (ATO) if your account balance is below \$6,000 and within the last 16 months, you have not received a contribution or a rollover into your account
- If my account remains open, any insurance cover I have will continue provided my account has enough money to cover the cost of my insurance premiums
- 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 my 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 I should provide a Notice of intent to claim or vary a deduction for personal super contributions form to the Trustee before the partial withdrawal is requested
- If I've provided my contact details on this form, the Trustee may, at its discretion, use these details to update any existing information on my member record and use this in future communications with me
- I have read and understood HESTA's Privacy Collection Statement which is available at [hestaformercy.com.au/privacy](https://hestaformercy.com.au/privacy) or by calling 1300 368 891, and accept that the information on this form is true and correct to the best of my knowledge and belief. I consent to my personal information being collected and used by the Trustee for the ongoing administration of my membership by the fund administrator and other service providers
- I confirm I have had the opportunity to read and understand the *HESTA for Mercy Product Disclosure Statement* available at [hestaformercy.com.au/pds](https://hestaformercy.com.au/pds) or by calling 1300 368 891.

Your Signature

Date

 /  / 

#### Return your completed form

Scan and email all requirements to [information@hestaformercy.com.au](mailto:information@hestaformercy.com.au)  
or mail it to HESTA for Mercy, PO Box 8334, Woolloongabba QLD 4102  
or drop it off in person to Potter Building, Ground Floor, Mater South Brisbane campus

## Getting your super sorted

When it comes to super, it's the small incremental steps that can make a big difference over time.

If you need help implementing your super options - just get in touch. We can help get your super in shape - whether it's help filling out this form or implementing a customised super strategy based on your personal circumstances.

## contact us

1300 368 891 | [Email form to information@hestaformercy.com.au](mailto:information@hestaformercy.com.au) or mail to: **PO Box 8334, Woolloongabba QLD 4102**

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