

How to apply for a super payout

Step 1: Check that you're eligible

You wish to receive part or all of your super payout in cash

A portion of your super benefit may be preserved. If the preserved amount is over \$200, legislation requires that it be retained in an approved rollover fund, unless one of the circumstances below applies to you.

- You have reached your preservation age* and have permanently retired from the workforce.
- You have separate approval from the ATO to access a portion of your super under Compassionate Grounds.**
- You are at least 60 years of age and have ceased employment since attaining age 60.

Permanently retired is defined as never being gainfully employed again for more than 10 hours per week.

Gainful employment means employed or self-employed for gain or reward in any business, trade, profession, calling, occupation or employment

* Your preservation age is 60.

** Please refer to the ATO for more information on the Compassionate Grounds application process and qualifying criteria.

You wish to rollover to another fund

You can apply to transfer all or part of your super to another complying super fund.

Other circumstances

If you wish to apply for a super payout under other circumstances, you will need to complete the appropriate form.

For assistance call Customer Care Team on **1300 652 770**.

These may include: Financial hardship, transfer to a KiwiSaver Account in New Zealand or permanent disability or death.

Step 2: Check what form of identification you need to provide

| Super Payout requested | ID required |
|---|--|
| Rollover/transfer to another complying fund | ▶ Your TFN or a photocopy of your ID |
| Cash payment or Trans Tasman transfer | ▶ Certified copy of a current drivers' licence OR current passport, OR |
| | ▶ One certified document from List One and one certified document from List Two below |
| List One | List Two |
| Birth certificate or birth extract ¹ | Letter from the Department of Human Services (Centrelink) or other Government body in the last 12 months regarding a Government assistance payment |
| Citizenship certificate issued by the Commonwealth | Rates notice from local council issued in the last 12 months |
| Pension card issued by the Department of Human Services (Centrelink) that entitles the person to financial benefits | Electricity, gas or water bill issued in the last 3 months |
| | Landline phone bill issued in the last 3 months (mobile phone bills will NOT be accepted) |
| | Tax Office Notice of Assessment issued in the last 12 months |

Step 2: Check what form of identification you need to provide

Name change

If you have changed your name, you must provide a certified copy of the relevant name change document¹, for example, a Marriage Certificate issued by the Registry of Births Deaths & Marriages, Decree Nisi or Deed Poll (in addition to the above identification).

If your legal name or date of birth does not match exactly to our records (excluding aforementioned name changes), please contact us for further instructions.

Signing on behalf of another person

If you are signing on behalf of the applicant you will need to provide the following:

- A **certified** copy of the Guardianship papers or Power of Attorney; and
- A **certified** copy of the appropriate proof of identity for the holder of the Guardianship or Power of Attorney.

Note: Certified ID is also required for the member

¹Translation

If your identification is written in a language other than English, the identification must be accompanied by an English translation prepared by a translator accredited by the National Accreditation Authority for Translators and Interpreters Ltd. (NAATI) at the level of Professional Translator or higher (or an equivalent accreditation), to translate from a language other than English into English.

If you are unable to provide the above identification or need further details, you can refer to the 'Completing Proof of Identity' fact sheet on the fund website www.virginmoney.com.au/super or call the Customer Care Team on **1300 652 770**.

The fact sheet contains specific information to meet the proof of identity requirements if you have changed your name, are signing on behalf of another person or if your identification is written in another language. The fact sheet also provides an extensive list of people who can certify documents.

STA001/2015

Step 3: The easy way to certify your ID

- Photocopy both sides of your current driver's licence or passport.
- Take the photocopy and the original to Australia Post* or your local Police station.**

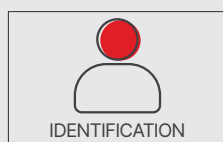
* To be able to certify your documents, the Australia Post employee must be a permanent employee of the Australian Postal Corporation with 2 or more years of continuous service in an office supplying postal services to the public. Australia Post will charge a small fee for each photocopy you need to get certified.

** A Police Officer, Sheriff or Sheriff's Officer can certify your ID.

You can also refer to the 'Completing Proof of Identity' fact sheet on the fund's website at www.virginmoney.com.au/super for a list of other people who can certify your ID.

To certify your documents, the authorised person needs to:

1. compare the photocopy to the ORIGINAL
2. include the following details on the copy:
 - write on the photocopy: "Certified true copy" and
 - write their name, qualification and registration number (if applicable) and
 - sign and date the photocopy



← A clear copy of the document that identifies you (i.e. your driver's licence (front and back) or passport)

← Write or stamp 'certified true copy' of the original document

← The authorised person's signature

← Full name, qualification and registration number (if applicable) of the authorised person

← Date of certification (within 12 months of receipt)

Providing your Tax File Number (TFN)

There may be tax implications if you have not yet provided, or choose not to provide, your TFN. Whilst it is not compulsory to provide your TFN, not doing so could cost you in the following ways:

- you may have paid more tax than necessary on super contributions made for you by your employer (including SG, salary sacrifice and other contributions) in this financial year. This additional tax can be reversed if you provide your TFN to the fund before the end of the financial year, or your earlier payment from the fund. Although you may be able to claim back this additional tax if you later provide your TFN, time limits and other rules may apply, which may affect the size of any refund.

- you may pay additional tax on your super payout. However it might be possible to claim this back when lodging your tax return.
- you may miss out on any government Super Co-contributions for which you may be eligible; and
- you may have difficulty locating your super in the future, should you lose contact with your fund(s).

If you are uncertain as to whether or not you have provided your TFN, you can check by logging into your online super account at www.virginmoney.com.au/super or contact the Customer Care Team on **1300 652 770**.

Step 4: Complete the form

Complete the form and send to: Virgin Money Super, GPO Box 4650, Melbourne VIC 3001

Payment Instructions

If you need help

For assistance call Customer Care Team on **1300 652 770**.



This form can be completed digitally or by hand with a black or blue pen in uppercase with one character per box.

Please note the form must be signed with a pen and submitted by post. The form cannot be signed digitally.

Step 1: Complete your personal details

| | |
|--|--|
| Title: Mr <input type="radio"/> Mrs <input type="radio"/> Ms <input type="radio"/> Miss <input type="radio"/> Other <input type="text"/> | Date of birth <input type="text"/> |
| Given names <input type="text"/> | |
| Surname <input type="text"/> | |
| Previous name (if applicable) <input type="text"/> | |
| Residential address (must be advised) <input type="text"/> | |
| Suburb <input type="text"/> | State <input type="text"/> Postcode <input type="text"/> |
| Postal address (if different to above) <input type="text"/> | |
| Suburb <input type="text"/> | State <input type="text"/> Postcode <input type="text"/> |
| Telephone number <input type="text"/> | Mobile number <input type="text"/> |
| E-mail <input type="text"/> | |
| Virgin Money Super customer number (must be advised) <input type="text"/> | |

Step 2: Attach documentation if your personal details have changed

Name and date of birth changes – see the 'Completing proof of identity' fact sheet on the website www.virginmoney.com.au/super.

Address changes – attach a copy of a recent bill, mail item or driver's licence that displays your new residential or postal address.

If the required supporting documentation is not provided, the payment of your benefit will be delayed.

- It is important that you provide all of the information requested on this form to ensure prompt payment of your entitlement
- Appropriate proof of identity (as detailed on this form) **MUST** accompany these payment instructions
- The completed form must be received by the Trustee within 28 days of the date specified in the attached letter
- If you do not provide the Rollover Fund's Unique Superannuation Identifier USI OR Electronic Service Address (ESA for SMSF only) OR your new member number, your benefit cannot be processed. In the event that you do not provide this information, you will be contacted by the Mercer Super Trust.
- Failure to provide the required information, or failure to provide it within the required time, may result in your benefit being transferred to the fund's eligible rollover fund

Option 1: Pay as cash (cheques can only be made in your favour – see Step 4 for preservation declaration)

- ☐ Withdraw the full balance and close the account* (any insurance on the account will cease)
- ☐ Withdraw the maximum amount available leaving the minimum balance required to keep the account open**
- ☐ OR withdraw a specified amount

\$ net of tax* (must be less than full balance and leave minimum required**)

Are you an Australian or New Zealand citizen or an Australian Permanent Resident?

Yes No

Failure to respond to the above question may result in delays in the processing of your payment(s).

* A portion of your payout may be preserved. If the preserved amount is over \$200, legislation requires that it be retained in an approved rollover fund, unless one of the circumstances below applies to you (tick if relevant):

- ☐ Yes, I have reached preservation age, ceased employment and permanently retired# from the workforce
- ☐ Yes, I am at least 60 years of age and I have ceased employment since attaining age 60.
- ☐ I only wish to withdraw funds from my available unrestricted non-preserved balance.
- ☐ I wish to access super under Compassionate Grounds and have attached the ATO approval letter with this form

Permanently retired is defined as having no intention of being gainfully employed for more than 10 hours per week in the future. Gainful employment means employed or self-employed for gain or reward in any business, trade, profession, occupation or employment.

Please note that: Tax may be payable on cash payments

Please provide details of how you wish to receive your payment:

- ☐ Cheque, sent to your postal address
- ☐ Paid into the nominated Bank account below. You must be the named account holder (or one of the named account holders in the case of a joint account).

Name of financial institution

BSB

Account number

Account name

Option 2: Rollover to another fund

If you are rolling over you may be requested to provide additional information to enable the Trustee to confirm the validity of the Fund.

- ☐ Rollover the full balance and close the account (any insurance on the account will cease)
- ☐ Rollover the maximum amount available leaving the minimum balance required to keep the account open**
- ☐ Rollover the total remaining balance after above cash payment in Option 1
- ☐ OR rollover a specified amount

\$ (must be less than full balance and leave minimum required**)

** Your account in Virgin Money Super may require you to leave a minimum balance of up to \$500 when making a partial withdrawal. Please call the Customer Care team for more information on the minimum balance required to keep your account open when making a withdrawal.

Unless you instruct us otherwise, please note that payment will be allocated from any unrestricted non-preserved amount first, then from any restricted non-preserved amount, followed by your preserved amount. This order will apply to the first rollover fund listed on these instructions, followed by the remaining funds in the order listed.

Continued over

Step 3: Provide payment instructions (continued)

For partial payments, please specify which components your benefit should be allocated from: **(select an option )**

| | | | | | | | | | | | |
|---|----|----------------------|----------------------|----------------------|---|----------------------|----------------------|----------------------|---|----------------------|----------------------|
| <input type="checkbox"/> Unrestricted non-preserved | \$ | <input type="text"/> | <input type="text"/> | <input type="text"/> | , | <input type="text"/> | <input type="text"/> | <input type="text"/> | . | <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> Restricted non-preserved | \$ | <input type="text"/> | <input type="text"/> | <input type="text"/> | , | <input type="text"/> | <input type="text"/> | <input type="text"/> | . | <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> Preserved | \$ | <input type="text"/> | <input type="text"/> | <input type="text"/> | , | <input type="text"/> | <input type="text"/> | <input type="text"/> | . | <input type="text"/> | <input type="text"/> |

(If you wish to transfer your super fund to more than one fund, copy this section of the form and complete it for each fund, inputting the amount to be transferred to each fund).

Please provide details of the fund to which you are transferring

Name of fund

☐ This fund is a Self Managed Super Fund

Fund ABN*

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Unique Superannuation Identifier (USI)* / Electronic Service Address (SMSF only)

Membership or Policy number*

Please note: All payments to a SMSF must use SuperStream to roll over your super benefits. This means your SMSF will need:

- an Electronic Service Address
- a copy of the SMSF bank account statement.

SMSF bank details

Name of financial institution

BSB

Account number

Account name

Fund contact number

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If exempt from an ABN, tick the reason for exemption:

Exempt Public Sector Super Scheme ☐ Retirement Savings Account ☐

* A rollover to another fund cannot occur without the ABN, USI/ESA and Membership/Policy Number of the fund you are transferring to.

If you are rolling over to an SMSF, you will also need to supply a copy of a bank statement of the Fund. If your rollover fund does not have an ABN you will need to contact the fund directly to request evidence of their complying status, such as their notice of compliance.

Step 4: Confirm if splitting contributions

Should you wish to split your super contributions with your spouse for the current or previous financial years, you will also need to complete and return a contributions splitting application form. Note that contributions splits cannot be processed after your benefit payment has been made so it is important that any split request is lodged along with (or prior to) these payment instructions.

A copy of the contributions splitting application form can be obtained by calling Customer Care Team on **1300 652 770** or from the website www.virginmoney.com.au/super.

☐ Tick here if you intend to lodge a split request either prior to or with this form.

Step 5: How do you want to prove your identity?

You will need to provide proof of your identity when you take a cash payment or rollover/transfer to another super fund. You should read the information attached to this form called 'How to apply for a super payout' to check what proof of ID is required.

Choose (✓) one of the two options below:

☐ **Use my Tax File Number (TFN)**

This option is only available if you want to rollover/transfer your super to a complying super fund or SMSF (if you wish to take a cash payment, you will need to provide certified proof of identity).

Virgin Money Super might already hold your TFN. If you're not sure if you have previously provided it, you can choose to do so now. You do not have to provide your TFN, but if you do, this will ensure that any benefit you take from Virgin Money Super does not incur additional tax. *Please also refer to the 'How to apply for a super payout' leaflet for additional information about providing your TFN.*

Enter your TFN here

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By providing your TFN, you are authorising us to give this information to your other super fund.

Please note: We will validate your TFN and personal details with the Australian Tax Office. If we cannot confirm an exact match with the ATO's records, you will be required to provide full Proof of Identity (see below) and your payout will be delayed.

☐ **I have attached certified proof of identity documents.** For full details on completing proof of identity, refer to the 'Completing proof of identity' fact sheet on the fund's website at www.virginmoney.com.au/super or call the Customer Care Team on **1300 652 770**.

Step 6: Complete the checklist

To enable your payment to be processed promptly, please ensure you have correctly completed this form before returning it to the fund.

Have you:

- ☐ Provided your customer details in **Step 1**?
- ☐ Attached supporting documentation for any change of name and/or postal address detailed in **Step 2**?
- ☐ Provided complete payment instructions in **Step 3**?
- ☐ If requesting payment under Compassionate Grounds provided:
 - ☐ ATO approval letter
- ☐ If requesting payment to SMSF provided:
 - ☐ SMSF Bank Account Statement
 - ☐ Electronic Service Address
- ☐ Signed and dated the form (**Step 7**)?
- ☐ If you are required (or choose) to provide proof of identity, select the identification you have provided:
 - ☐ Current drivers' licence OR current passport; or
 - ☐ One document from list one and one document from list two
- ☐ Is your identification current? If providing an Australian Passport, one that has expired within the last two years is acceptable.
- ☐ Do your documents need to be certified? If so, ensure the certifier has included ALL of the following on each page:
 - ☐ Written or stamped 'certified true copy'
 - ☐ Signature and printed name
 - ☐ Date – the date MUST be within twelve months of the date we receive your completed form.
 - ☐ Qualification (such as Justice of the Peace, Australia Post employee, etc)

Please refer to the 'Completing proof of identity' fact sheet on the fund's website at www.virginmoney.com.au/super or call the Customer Care Team on **1300 652 770**.

Your privacy

Mercer collects your personal information and will use it to manage your superannuation benefits and give you information about your super. Your personal information will be disclosed to Virgin Money. Both Virgin Money and Mercer may supply you with information about other products and services offered by them and our related companies, to conduct customer satisfaction research or improve products and develop new products. Call the Customer Care Team on **1300 652 770** if you do not want to receive marketing material from Virgin Money and Mercer.

If you don't provide your personal information or otherwise authorise us to collect this information from third parties, we may not be able to provide you with one or more of our products or services.

We may sometimes collect information about you from third parties such as your employer, a previous super fund, your financial adviser, our related entities and publicly available sources.

We may disclose your information to various organisations to manage your super, including your employer; the fund's administrator; our professional advisors; insurers; our related companies which provide services or products relevant to your super; any relevant government authority that requires your personal information to be disclosed; and our other service providers that help manage your super.

To manage your super, your personal information will be disclosed to Mercer's service providers in another country, most likely at the administrator's processing centre in India. It may also be disclosed to some of Virgin Money's partners, service providers and other third parties in New Zealand, Philippines, India, Singapore, the United States of America, United Kingdom, Spain and Israel. Our Privacy Policies list all other relevant offshore locations.

Our Privacy Policies include more details about how we deal with your personal information and who you can talk to if you wish to access and/or correct information we hold about you. These policies also include details about how you may lodge a complaint about the way we have dealt with your information and how that complaint will be handled.

You can read Virgin Money's Privacy Policy online at virginmoney.com.au/super and Mercer's Privacy Policy at mercersuper.com.au or you can obtain a copy by calling the Customer Care Team. If you have a question or you have a complaint about a breach of your privacy, please contact our Customer Care Team or write to Mercer's Privacy Officer, Mercer Superannuation (Australia) Limited, GPO Box 4303, Melbourne VIC 3001 or Virgin Money's Privacy Officer, Level 8, 126 Phillip Street, Sydney NSW 2000, or email privacy@virginmoney.com.au

Step 7: Sign the form

Before submitting this application, you should read and understand the Virgin Money Super Product Disclosure Statement (and its incorporated documents). You can obtain a copy of the Product Disclosure Statement at <https://virginmoney.com.au/superannuation/forms-and-key-information/key-documents> or by calling the Customer Care Team on **1300 652 770**.

By signing this form:

- Information contained in this form will be relied upon and used by the Trustee to process my benefit payout. If I do not provide the information my payment request may not be processed.
- I understand and consent to my information being collected, disclosed and used in the manner set out in this form.

Signature

Date

Send your completed form together with your proof of identity to: Virgin Money Super, GPO Box 4650, Melbourne VIC 3001.