



## List your financial dependants (e.g. Your partner and children)

"Dependants" means anyone who is in whole, or in part, financially dependent on you e.g. your children, adult family members or anyone else who lives with you and shares the bills.

Name

Relationship to you

Age

Name

Relationship to you

Age

Name

Relationship to you

Age

Name

Relationship to you

Age

## Describe and list the approximate value of assets held by you, your partner and dependants

\$	<input type="text"/>	<input type="text"/>
\$	<input type="text"/>	<input type="text"/>
\$	<input type="text"/>	<input type="text"/>
\$	<input type="text"/>	<input type="text"/>

## Current total NET weekly income (please halve fortnightly payments)

You must attach evidence to support this. Documents must not be over 3 months old.

Self

\$

Partner

\$

Dependants "Dependants" means anyone who is in whole, or in part, financially dependent on you e.g. your children, adult family members or anyone else who lives with you and shares the bills.

\$

**TOTAL WEEKLY INCOME**

\$

## Confirm Residency / Citizenship Status

The ability to access your superannuation on the grounds of severe financial hardship may depend upon your residency or citizenship status. Please indicate your current status by ticking the appropriate box below:

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

YES  NO

If your request is affected by your residency / citizenship status, you will be advised accordingly.



## Sign the form

**The following MUST accompany your application for it to be considered:**

- Evidence of current weekly income and expenses. Documents should not be over one month old.
- Evidence of bills, loans or credit cards. Documents should not be over one month old.
- 3 months of bank statements to support application. Documents should not be over one month old.

Settlement Offer:

Please advise the amount you are prepared per week / fortnight / month:

Signature

Date

  /   /    

### Free financial counselling service

The Australian Financial Counsellors and Credit Reform Association can refer you to a not for profit, free financial counselling service. You can find out more by visiting [www.financialcounsellingaustralia.org.au](http://www.financialcounsellingaustralia.org.au), or phoning 1800 007 007.

### Complaint and dispute resolution process

If you are dissatisfied with this decision you can request a review by contacting my Manager and outlining your concerns, care of the above address.

You can also access the external dispute resolution scheme operated by the Financial Ombudsman Service (FOS) or seek legal advice. The FOS can be contacted by either calling 1300 780 808, or visiting [www.fos.org.au](http://www.fos.org.au), should you wish to do so.

You have the right to request copies of the documents that we used in assessing your claim. Should you wish to obtain these documents we may ask you to complete a Personal Information Request form, which is available by contacting us.

We are committed to handling all personal information we collect in accordance with Privacy Legislation. Please contact us if you would like a copy of our Privacy Policy.

*If we determine you are not entitled to Financial Hardship assistance in relation to an amount we seek from you, and your circumstances change you can make a further request for Financial Hardship assistance in relation to that amount. While assessing your further request, it will be at our discretion whether we again put recovery action on hold.*