How to withdraw your super

Important information

If any of the following apply to you, check the resources below at **cbussuper.com.au/forms** before you complete this form:

- you're not a permanent resident of Australia or New Zealand: *Temporary residents* fact sheet
- you want to transfer into a KiwiSaver account: *Transfer your super to a KiwiSaver account* form
- you intend to claim a tax deduction for personal (after-tax) contributions you have made to your super account (this request must be made before you complete this form): *How to claim a tax deduction on personal contributions to super* form
- you currently have family law proceedings in progress: *Super and divorce* fact sheet.

If you plan to split your super contributions with your spouse, please visit **ato.gov.au** to access the *Superannuation contributions splitting application (NAT 15237)* form.

- This form was previously named the *Application for benefit* form. You can complete this *Super withdrawal* form if you have been instructed to complete an *Application for benefit* form.
- To pay out or roll over benefits in CBUS Self Managed, you need to sell assets to convert them back to cash first. See fact sheets and user guides at **cbussuper.com.au/cbusselfmanaged**

When you can access your super

You need to meet a condition of release before you can access your super (see **step 5**), but if you've got any unrestricted non-preserved super, you can access this anytime. This could include super for which you've already satisfied a condition of release (e.g. for certain employer termination payments before 1 July 2004).

Will you be taxed on your withdrawal?

There are two components of your super:

- **Tax-free component** – this amount is not taxed when paid.
- **Taxable component** – this amount may be taxed when paid, depending on your age and the amount you withdraw.

You can't choose which component is paid to you. If you withdraw an amount that's less than your full benefit, we use a formula set out by the Government to draw your payment proportionally from taxable and tax-free components.

If you've reached age 60, any retirement benefits that are paid are tax-free.

Before you leave CBUS

You should consider what we offer before exiting or changing funds, including:

- a range of investment options
- 24/7 insurance cover, including death and total and permanent disability (TPD)
- competitive fees
- access to financial advice services
- a super income stream product that provides a flexible and tax-effective income in or near retirement.

Check with your employer if you're owed any outstanding contributions and confirm they have your instructions for where you want your money to go. If we receive a payment after your account is closed, a new CBUS account will be opened up for you.

Consider your insurance cover

Reducing your super balance may impact any insurance cover you have with us. When you fully withdraw your super from CBUS, any insurance cover will stop from the date your benefit is fully paid and your account is closed. For more information, please visit **cbussuper.com.au/insurance** or call us on **1300 361 784**.

Your payment amount may change

Have you received a benefit estimate? Please be aware the amount you're paid may be different. This can happen when:

- additional contributions have been made
- amounts are deducted (e.g. tax or insurance premiums)
- crediting rates have been adjusted, or
- earnings (positive or negative) have been applied.

Providing proof of your identity

You'll need to provide proof of your identity if you're making a cash withdrawal or rolling over to a self managed super fund (SMSF). This keeps your money safe and ensures it only goes to you.

The simplest way to provide proof of your identity is by authorising us to complete an electronic identity check using this form. Alternatively, you can use Selfie ID or Certified ID, as described below. The withdrawal amounts below (**$50,000 or less / more than $50,000**) are before any applicable tax is deducted or interest adjustments.

Electronic ID (see step 7 of the attached form)

Complete **step 7** of this form. You'll need your **Medicare card** and **Australian driver's licence** or **Australian or New Zealand passport** so we can verify your identity electronically.

Email (Selfie ID)

Email us your form and electronic copies of your ID as described below:

- **Withdrawals $50,000 or less:**
  - A photo of you holding your Australian driver's licence, as well as a clear photo of the back of the driver's licence **or**
  - A photo of you holding your Australian or New Zealand passport.

    The selfie needs to be close up so we can read the writing on your ID.
- **Withdrawals more than $50,000:**

    1. Your driver's licence or passport as described above **and**:
    2. A bank statement (dated within 6 months) where your payment will be made **and**
    3. One of these:

  - Phone, electricity, gas or water bill (dated within three months)
  - Council rates or Australian Taxation Office (ATO) notice (dated within 12 months)
  - Birth certificate, birth extract or pension card.

If emailing, these documents don't need to be certified. You must email us from the email address that's on your CBUS account.

Post or in person (Certified ID)

Send certified copies of these documents to us by post:

- **Withdrawals $50,000 or less:**
  - Australian driver's licence (both sides) or Australian or New Zealand passport
- **Withdrawals more than $50,000:**
  - Australian driver's licence (both sides) or Australian or New Zealand passport
  - A bank statement (dated within 6 months) where your payment will be made **and**
  - One of these:
    - Phone, electricity, gas or water bill (dated within three months)
    - Council rates or Australian Taxation Office (ATO) notice (dated within 12 months)
    - Birth certificate, birth extract or pension card.

To get your ID certified, you can visit a CBUS front counter (visit **cbussuper.com.au/contact** for locations) or read our *ID Requirements* brochure at **cbussuper.com.au/id** for more ways to certify your documents.

Get advice

We want to help you make good decisions about your super. Before withdrawing your super, we encourage you to seek professional financial advice to help you make the right decision for your needs. Our Advice team is available to help you understand your options. Call our Advice team on **1300 361 784** or book a call back at **cbussuper.com.au/getadvice**.

Super withdrawal form

Use this form to make a cash withdrawal or rollover your super to another fund.
Please use black or blue pen and CAPITAL letters. Use an X in boxes where required.

Completing this form

- Read the *Important information* on the previous page.
- Complete all relevant sections of the form.
- Call us on **1300 361 784** if you need help completing this form.

For more information on cash withdrawals, go to **cbussuper.com.au/super/accessing-my-super**

Step 1: Provide your personal details

CBUS member number

Title
☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other

Date of birth
D D / M M / Y Y Y Y

Gender
☐ Male ☐ Female

Given name(s)

Family name

Home phone
( )

Work phone
( )

Mobile

Residential address (compulsory)

Suburb/town

State

Postcode

Postal address (if different from your residential address)

Suburb/town

State

Postcode

Email address (providing your email means you give us permission to use it)

Tax file number (if you haven't already provided it)

⚠ **You don't have to give us your tax file number, but there may be tax consequences if you don't. Visit cbussuper.com.au/tfn for details.**

Step 2: Check if you have tax deductions to claim

Do you intend to claim a tax deduction for personal contributions to super made in the current or previous financial year?

☐ Yes > Warning! Withdrawing your funds before claiming your tax deduction may affect the amount you will be able to claim in the future. Call us for help.

☐ No > Go to **step 3**

Step 3: Choose the type of payment you want and the amount

☐ **I want the funds to be paid directly to me (choose one option below):**

- ☐ I want to receive a payment of
  $
- ☐ I want to receive most of my account balance, leaving the minimum amount of $5,000 to keep my CBUS account open
- ☐ I want to receive my entire account balance

> Go to **step 5**

OR

☐ **I want to roll over to another super fund (choose one option below):**

- ☐ I want to make a partial rollout of
  $
- ☐ I want to make a partial rollout, leaving the minimum amount of $5,000 to keep my CBUS account open
- ☐ I want to roll out my entire account balance

> Go to **step 4**

Step 4: Roll over to another super fund

☐ Other super fund

Full name of the fund you're rolling over to

Unique Superannuation Identifier (USI) if applicable

Australian Business Number (ABN)

Member number (if known)

☐ SMSF

Fund and bank account name (bank account and fund names must be the same)

Australian Business Number (ABN)

BSB

Account number

Electronic Service Address (ESA)

Important: You must provide an ABN for a SMSF transfer.

Your transfer will be rejected if the details on this form don't match the ATO's records. Before you submit this form, contact the ATO to check the following details are recorded with them:

- 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.

> Go to **step 6**

Step 5: Cash withdrawal

To confirm you're eligible to make your withdrawal, choose the condition of release that applies to you (one only):

☐ I'm aged 65 or over

☐ I'm aged 60 or over, and since turning 60, I stopped working at:

Employer name

On date

D D / M M / Y Y Y Y

☐ I'm aged 60 or over, retired, and don't plan to work more than 10 hours a week in the future.

☐ I have money from a terminal illness or total and permanent disability claim in my account.

☐ I have unrestricted non-preserved super in my account.

☐ I have less than $200 in my account and have ceased employment.

Choose one of the following options:

☐ Electronic Funds Transfer (EFT)

Name of bank account holder

Name of Australian bank/financial institution

BSB

Account number

Note: An EFT payment can only be made if the nominated account is in your name or is a joint account in your name, otherwise payment will be made by cheque.

☐ Cheque. This will be sent to you by standard post.

Step 6: Choose the investment options your super is withdrawn from (optional)

If you've made an investment choice you can choose where your super is withdrawn from. Otherwise it will be in proportion to the balance in each option.

Pre-mixed investment options	Proportion	DIY investment options	Proportion
High Growth	%	Overseas Shares	%
Growth Plus	%	Australian Shares	%
Growth (MySuper)	%	Property	%
Indexed Diversified	%	Diversified Fixed Interest	%
Conservative Growth	%	Cash	%
Conservative	%		

Your total across all 11 investment options must add up to 100% 1 0 0 %

CBUS Self Managed: You can't withdraw or roll over funds directly from the CBUS Self Managed investment option – you'll need to sell these investments first.

Visit **cbussuper.com.au/cbusselfmanaged** for details.

> If you're requesting a cash withdrawal or transferring to a SMSF, go to **step 7**.
> If you're rolling over to another super fund, go to **step 8**.

Step 7: Proving your identity

If you're making a cash withdrawal or transferring to a SMSF, choose how you'll provide proof of your identity:

- ☐ Electronic ID (this is the easiest way) > Write down the details of your ID below, then go to **step 8**.
- ☐ By email (Selfie ID) > Go to **step 8** and email us your documents as described on the first page.
- ☐ By post (Certified ID) > Go to **step 8** and provide certified copies of your documents as described on the first page.

Electronic ID

If you choose to prove your identity via Electronic ID, we may check your identity document details with the document issuer or official record holder using third party systems, including the Australian Government's Document Verification Service. We only use these details to verify your identity or where required or authorised by law. You don't have to consent. If you don't, you can verify your identity in the other ways described in this form, but processing may take longer.

⚠ **Important:** Please complete all fields below so we can complete an electronic ID check. If your personal details in **step 1** don't match your ID details, we won't be able to verify your identity. This will delay your request as we may ask for additional certified identification. Please give us a call if you need help with this.

Part 1: Medicare details

Full name (including initials – as shown on your Medicare card)

Medicare number

Valid to M M / Y Y Y Y

Your reference number on this card is

Part 2: Either Australian driver's licence or Australian or New Zealand passport – you don't need to supply both

Driver's licence number

Full name (including middle name as shown on licence)

State of issue

Expiry date D D / M M / Y Y Y Y

Driver's licence card number

⚠ Need help finding your driver's licence card number? Head to **cbussuper.com.au/IDhelp** for instructions.

Passport number

Expiry date D D / M M / Y Y Y Y

Issuing country/authority

☐ Australia ☐ New Zealand

Full name (including middle name as shown on passport)

Place of birth (as shown on your passport)

Country of birth (this isn't shown on your passport)

Family name at birth (this isn't shown on your passport)

Step 8: Declaration

- I confirm that I am authorised to provide the identity details on this form.
- I consent to CBUS collecting, using and disclosing the information on this form, together with any documents I provide to CBUS, to verify my identity electronically. This includes checking my details via third party systems.
- I authorise my benefit to be paid by CBUS as instructed on this form.
- I understand when my full benefit is paid, CBUS shall be released from all claims, liabilities and obligations.
- I am aware I have the right to request any further information that I need to understand my benefit entitlements in CBUS, including insurance cover and any fees and charges that may apply to the super claim.
- I understand any insurance arrangements with CBUS will stop from the date that the full benefit is paid.
- I declare that to the best of my knowledge, all information given on this form is true and correct.
- I declare that I am a permanent resident of Australia or New Zealand.
- If CBUS receives any employer contributions after my account has been closed, a new account will be opened for me.
- Where the receiving fund is an SMSF, I confirm that I am a member, trustee or director of corporate trustee of the SMSF.
- **If I return this form by email**, I acknowledge and declare that I have read and accepted the terms and conditions of this *Super withdrawal* form and I acknowledge that if I have not applied my physical or electronic signature:
  - If CBUS is satisfied that this is a genuine application, CBUS will process the request, including making a payment from my account.
  - In some cases, CBUS may request more information to be satisfied this is a genuine application.
- I understand if I have not given the information requested in this form, CBUS may not be able to carry out my requests or instructions.

Sign here:

Date
D D / M M / 2 0 Y Y

Privacy: Please refer to our *Privacy Policy* and *Personal Information Collection Statement* at **cbussuper.com.au/privacy** for details about how we collect and disclose personal information, or call **1300 361 784** for a copy. For information about the Australian Government's Document Verification Service, see **idmatch.gov.au**.

Upload your completed form at **cbussuper.com.au/message** or send it to **CBUS, Locked Bag 5056, PARRAMATTA NSW 2124**.
Remember to include your ID documents if they're required.
If you need more information about providing proof of identity, visit **cbussuper.com.au/id** to find out more.

Need a hand?

CBUS
Locked Bag 5056
PARRAMATTA NSW 2124
cbussuper.com.au/message

1300 361 784
8am to 8pm (AEST/AEDT)
Monday to Friday

Chat in person in Adelaide, Brisbane, Melbourne, Perth and Sydney. Locations: **cbussuper.com.au/contact**
Log in to chat to us online: **cbussuper.com.au/login**