

How to:
Claim super for temporary residents leaving Australia

If you've worked in Australia on a temporary visa, you could be eligible to claim your super as a Departing Australia Super Payment (DASP) after you leave.

This guide explains:

- who can claim
- what supporting information you'll need
- how to apply, and
- what to expect after applying.

Want to sort your super sooner? Prepare before you leave Australia

If you're eligible, you can claim your super after leaving the country once your visa expires or is cancelled.

DASP applications are usually processed within 28 days, but can take several months if documents are missing or incorrect.

The quickest way to receive your super is to apply online at **ato.gov.au/DASP**.

If you have a tax file number (TFN), you can use it to search for all your super, including any unclaimed or lost super through the ATO.

Are you eligible?

- ✓ You've been in Australia on a **temporary visa** (except subclass 405 or 410).
- ✓ Your visa has expired or been cancelled.
- ✓ You've left Australia and don't hold any other active Australian visa.
- ✓ You're not a citizen or permanent resident of Australia.
- ✓ If you're a citizen or permanent resident of New Zealand leaving Australia permanently, see our *Transfer your super to a KiwiSaver account* form at **cbussuper.com.au/forms**.

Handy checklist

On the back page, there's a handy 8-step checklist to help you get your super payment when you leave Australia.

Tear it off and keep the checklist handy when you start your application and complete it after you head back home.

Your employer can't help you with claiming your super

Please contact CBUS Super directly on **1300 361 784** in Australia or if overseas, call us on **+61 2 8571 6550**.

How to apply

Online – quick, 30 mins

Visit **ato.gov.au/DASP** for a simple, step-by-step checklist. You can start and save the application while still in Australia.

1. Name and date of birth
2. Email address
3. Passport country and number (the one you used when in Australia)
4. Visa information (number or copy of the grant notice)
5. TFN – this is optional but is a quick way to search for any other super accounts you may have
6. Super account details (your annual member statement has all this information. Visit **cbussuper.com.au/login**)
7. Bank account details (Australian or international, but keeping an Australian bank account open is usually the quickest way to receive payment)

Paper – slow

Visit **ato.gov.au/DASP** to download and complete **ATO Form NAT 7204** *Application for a departing Australia super payment (DASP) from a super fund or retirement savings account.*

Documents you'll need:

1. **Everything you need for online applications**

+

2. **Certified** copies of your **proof of identity documents**
3. **Certified** copies of your **bank statement** if you want your benefit paid to that account
4. A *Certification of Immigration Status* (Form 1194) from the Department of Home Affairs (there may be a fee for this document)
5. If you're claiming ATO-held money, you'll also need to complete the *Application for payment of ATO-held superannuation money* at **ato.gov.au**

How will your DASP be taxed?

The tax on a DASP payment is different depending on the type of visa you held: working holiday maker visa holders will pay 65% tax, other visa holders will generally pay 35% tax.

Head to the ATO's Departing Australia superannuation payment (DASP) page at **ato.gov.au/DASP** to learn more.

How will your DASP be paid?

Your super can be paid by electronic funds transfer (EFT) to an Australian bank account, or by telegraphic transfer (TT) to an international bank account.

If you choose telegraphic transfer, there will be additional bank charges and the prevailing exchange rate will determine the final payment you'll receive.

Select your payment method

Australia

Electronic funds transfer (EFT) to an Australian Bank account

This will be paid in Australian dollars.

- Full account name (must be in your name)
- BSB (always 6 digits)
- Account number (usually 6 to 10 digits)

Payment methods NOT accepted

Revolut ☒

WISE ☒

International

Telegraphic transfer (SWIFT) to an international bank account

This can be paid in either Australian dollars or US dollars.

There are additional charges for this payment method.

- Overseas bank name
- Branch name (if any)
- Overseas bank address (including country)
- Bank ID and account number
- Account name (must be in your name)
- Your postal address as recorded by the overseas bank
- Currency AUD or USD

Depending on where the funds are going, you'll need to give us either a **SWIFT code or a Sort code**/ABA/Routing number/Branch code/BSB/Beneficiary IBAN.

Select which currency you'd like to receive payment in – Australian dollars (AUD) or US dollars (USD).

Head to ato.gov.au/DASP to apply online.

How to provide proof of identity

What documents do you need?

When you're getting ready to depart, we recommend you have the following documents available as certified copies (**three in total**):

1. Current driver's licence or passport, **AND**
2. A bank statement from the past 6 months for the account the payment is to be made into, **AND**
3. **One** item from the following:
   - Council rates
   - Utility bill that includes your name and address (from the past 3 months)
   - Birth certificate/extract
   - ATO notice (from the past 12 months)

Are your identification documents in English?

If your documents are not in English, you'll need to supply an English translation by an accredited translator.

Take the original documents with you, in addition to copies, so the accredited translator can compare your originals before they certify them. There may be a charge for this service.

To certify documents, the authorised person must:

1. Write or stamp in English on each page, 'This is a true and correct copy of the original'
2. Write their name, qualification and registration number (if applicable), and
3. Sign and date the copy.





Who is an authorised person?

1. If you're in Australia, you can get your documents certified at a police station or post office.
2. If you've left Australia, **ONLY** the following people can certify your documents:
   - Justice of the peace
   - Notary public officer
   - Australian consular officer or Australian diplomatic officer
   - Judge or magistrate of a court, or
   - Registrar or deputy registrar of a court

Return documents to us via email or mail

If applying using a paper application, you can upload your certified identification documents, together with your completed **ATO Form NAT 7204** *Application for departing Australia super payment (DASP)* from a super fund or retirement savings account at **cbussuper.com.au/message**

Or, you can post it to us at Locked Bag 5056 PARRAMATTA NSW 2124

Head to **cbussuper.com.au/ID** to learn about providing proof of identity.

Tips to get your payment faster



Months of delay because documents weren't certified before leaving Australia

Jin, a South Korean student, left Australia before applying for his DASP. From overseas, he realised the ATO required certified copies of his passport and visa to verify his identity. Local notaries in Seoul weren't recognised under Australian certification rules, and his application stalled. Jin eventually arranged certification through the Australian Embassy, but the delay meant a three-month wait to process his super payment.

☑ The lesson?

It's best to **prepare and certify all documents before leaving Australia** to avoid lengthy delays.



Revolut and Wise are not accepted for DASP super payments

Raphael, a Spanish backpacker, tried to have his DASP sent to his Wise account. However, only traditional bank accounts, those with a BSB and account number or a recognised SWIFT code, can receive super payments. Wise and Revolut are not approved for DASP transfers. Raphael had to reopen his old Australian bank account remotely through customer service, delaying his payment.

☑ The lesson?

Ensure you **nominate an acceptable bank account (Australian or overseas)** that meets the fund's transfer requirements.

Unexpected fees and exchange rate differences

Andrei, a Romanian oil rigging worker, requested his DASP payment via telegraphic transfer to his European bank. While the ATO processed his payment correctly, he was surprised when the amount he received was several hundreds of dollars less than he expected. Both the Australian bank and his overseas bank deducted international transfer fees, and the conversion used the daily exchange rate – not a fixed one.

☑ The lesson?

When requesting an international transfer, check for **bank charges and currency conversion costs**. The final amount you receive can differ from the original AUD figure in your member statement.



Mismatch in overseas bank details

Rajesh, an Indian temporary worker, applied for his DASP to be paid to an overseas account. When processing, the super fund found the name on the bank account didn't match the one in his application due to a spelling error in his middle name. This triggered a compliance check, freezing payment until correct documents were re-supplied. It took several weeks and multiple emails to resolve.

☑ The lesson?

Double-check all account details and ensure the **name on the bank account exactly matches** your DASP application.

Departing Australia Super Payment checklist

1. Confirm your eligibility

- Temporary visa (except subclass 405 or 410)
- Visa has expired or been cancelled
- You're planning to leave or you have left Australia and do not hold any other active Australian visa
- You're not a citizen or permanent resident of Australia
- If you're a citizen or permanent resident of New Zealand leaving Australia permanently, you may be able to transfer your super to New Zealand. See our *Transfer your super to a KiwiSaver account* form at **cbussuper.com.au/forms**

2. Gather and certify your identification information

It's much easier to do this in Australia before you leave

- Name and date of birth
- Email address
- Passport country and number (the one you used when in Australia)
- Visa information (number or copy of the grant notice)
- Tax file number (TFN) – this is optional but is a quick way to search for any other super accounts you may have
- Super account details (your annual member statement has all this information. Visit **cbussuper.com.au/login**)
- Bank account details (Australian or international but keeping an Australian bank account open is usually the quickest way to receive payment)
- A valid overseas address, which should be updated with the super fund prior to leaving Australia

3. Check your super account details

- Visit the ATO website's MyGov portal at **my.gov.au**
- Link your ATO account to find all your super funds
- Consolidate multiple accounts (if needed)

Fund details: CBUS Super, ABN 75 493 363 262
Member number: *Find your Member number* at **cbussuper.com.au/login**

4. Do you wish to apply yourself or get someone to act on your behalf?

If you elect to apply yourself, go to step 5

- You can nominate a registered (or conditionally registered) tax agent or another representative to act on your behalf and process your claim
- Download and complete a *Third Party Authority* form at **cbussuper.com.au/forms** and send it back to us

5. Apply for a DASP online when you start working

- Go to **ato.gov.au/DASP** to start your online application
- Fill in the online form with your personal and fund details
- Save it and resume and submit once you've left Australia

If you have more than $5,000 in super, we'll contact you to request certified copies of your proof of identity documents. You can upload these via **cbussuper.com.au/message**. See page 4 for details of how to certify your identification documents.

6. Resume and complete your online application after you leave Australia

- Go to **ato.gov.au/DASP** to resume your online application
- Complete the online form
- Submit it electronically

Check your details carefully. You can't change your application once it has been submitted.

Your personal details must be the same each time you access the ATO DASP portal. You also need to remember a secret question, which you will be prompted for when you first apply online.

7. Wait for processing

- If all details match, your super fund or the ATO will process the payment
- Payment is usually made to your nominated bank account (which can be international)
- Processing takes a minimum of 28 days but could take longer if details are incorrect or missing

8. Keep records

- Save confirmation emails and transaction details
- Tax will be taken out of your super payment. Visit **ato.gov.au/DASP** for rates

Head to **ato.gov.au/DASP** to start your online application

To check if you're eligible to receive your super benefit, contact us or if overseas, call us on +61 2 8571 6550.

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**

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