

## Claiming financial hardship: frequently asked questions

### 1. How long will the whole process take from start to finish and for me to receive the payment?

We understand many situations are urgent and will process your claim as quickly as possible. To avoid any delays please ensure you supply the required information. If you have any questions about the application form or what information you may need to provide please call the helpline on **1800 682 525**. Once your claim has been processed you will be contacted with confirmation of the payment approval.

### 2. What if the bill or letter of demand is in my parent's name?

Please ask your parent to complete a statutory declaration, stating the bill is in their name, however it is payable by you.

### 3. How do I tell the real estate agent that I'm having money released so they don't evict me?

If you are in the final stages of the application and expecting to be paid imminently, please contact the helpline on **1800 682 525** and request that an email be sent to you detailing the anticipated payment date. Alternatively, we can contact the real estate on your behalf if you give us authority to do so.

### 4. I don't have bills that are recent enough, when suppliers reissue the bill it's in the old date.

Mercer will have to review your application and if this bill forms a large part of it, we may need to request a more recently dated bill from your creditor. Often if you explain this to the creditor they are understanding and will be able to issue a more current dated bill for you.

### 5. How many times can I make a hardship claim?

By Superannuation law, you can only make one withdrawal from your super fund because of severe financial hardship in any 12 month period. If you are facing financial difficulty and are not eligible for a release of benefits under financial hardship grounds we recommend calling Financial Counselling Australia on 1800 007 007 for free advice.

### 6. How much money can I access?

By Superannuation law, a super fund can only release one payment in any 12 month period up to a maximum of \$10,000 (before tax is deducted). The minimum amount is normally \$1,000, or your total benefit if it is less than \$1,000 (before tax is deducted).

### 7. Do I pay tax on this withdrawal?

Yes, in most cases tax is applied to the payment. More information is available by contacting the Australian Taxation Office (ATO).

### 8. How regularly can I do these hardship withdrawals?

Under Superannuation law, your superannuation fund can only release one payment in any 12 month period.

### 9. Where can I find out more information?

Please call the Mercer helpline on **1800 682 525** - between 8.00am and 7:00pm Monday to Friday (AEST/AEDT) or visit [mercersuper.com/earlyaccess](https://www.mercersuper.com/earlyaccess) for more information.