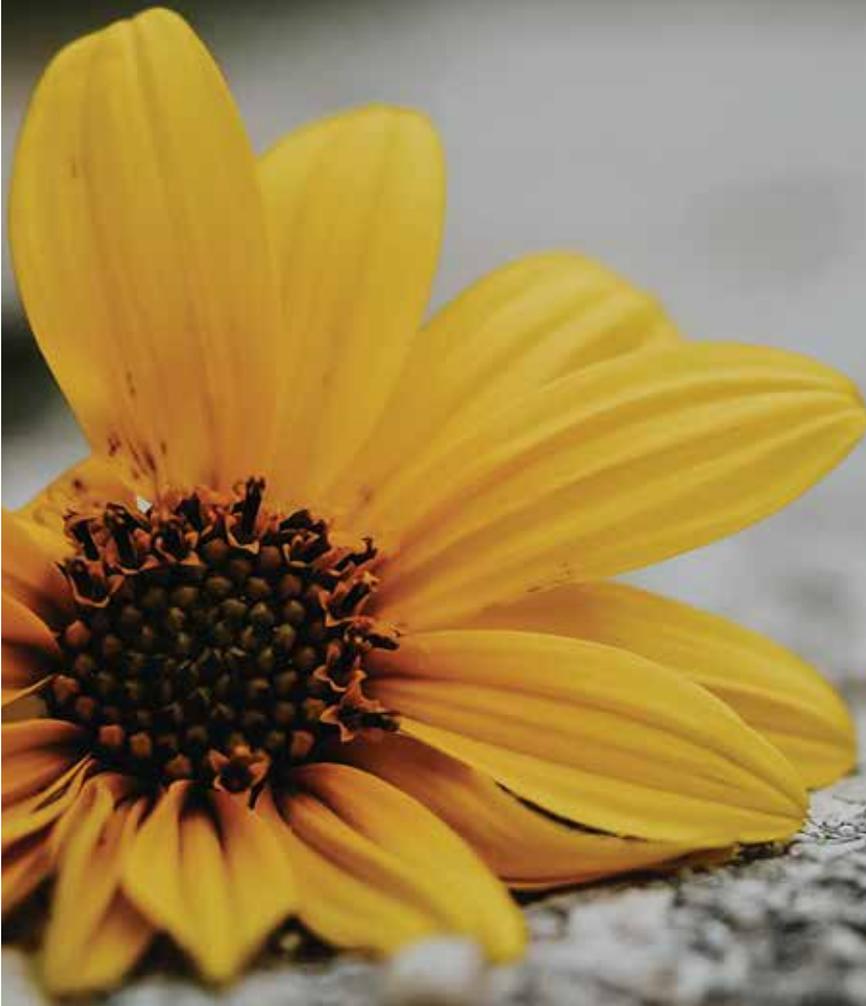




**Sandhurst**Trustees

# **At a difficult time... We're here to help**

**Applying for a Superannuation  
Death Benefit Guide**



At Sandhurst we appreciate losing a family member or friend is heart breaking.

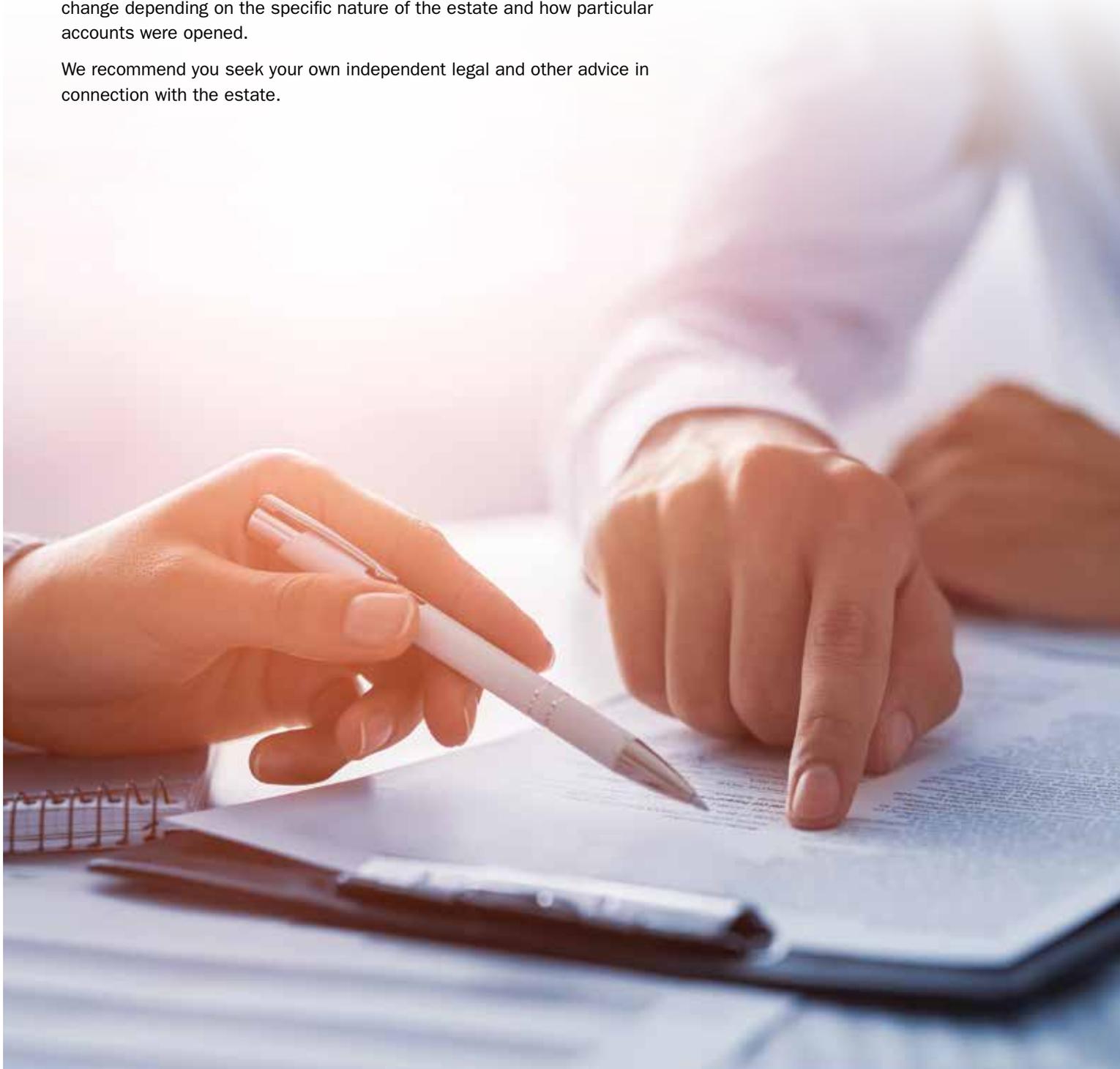
We understand you're dealing with a lot right now, so we've developed this guide to help you manage the superannuation side of things.

We trust this guide helps you through some of the steps you may need to take during this difficult time.

The information in this guide is not intended as advice whether legal, financial, tax or otherwise.

The information is in summary form and is not intended to be exhaustive. It does not take into account your personal objectives, financial situation or particular needs and so you should consider whether it is appropriate for your situation, considering your own personal objectives, financial situation and needs before acting on the information. Requirements may change depending on the specific nature of the estate and how particular accounts were opened.

We recommend you seek your own independent legal and other advice in connection with the estate.



# What is a superannuation death benefit?

It is the payment of a deceased member's super account balance (after any fees and tax) and may include an insurance amount.

If the deceased member had insurance (Death cover) in their account, the insurer will first need to assess whether the death cover is payable before we can pay out the death benefit.

The following process will help guide you through some of the steps you may need to take during this challenging time.

## Step 1 Contact us

You should contact us on 1800 033 426 to notify us of the passing of a family member or your loved one. We will provide you with the appropriate paperwork and talk you through the process.

The checklist below outlines some of the documents you may need to provide:

### Document Checklist

- Death Certificate (an original certified copy\*)
- Deceased member's Birth Certificate\*\* (an original certified copy)
- Proof of age document for the deceased member (an original certified copy) e.g. drivers licence, passport
- Will (an original certified copy)
- A certified copy of Grant of probate or Letters of administration if there is no valid will (if available).
- If you are able to, it may also be helpful if you can provide us with the deceased member's superannuation account number.

Please keep in mind that these requirements are a general guideline only and may change depending on the specific nature of the claim.

\* An original certified copy is an original document that has been certified by a person authorised to do so, such as a Justice of the Peace or a Solicitor. For more information about who is authorised to certify documents please see the "People Authorised to Certify Copies of Original Documents" available on our website [www.sandhursttrustees.com.au/superannuation/super-forms.asp](http://www.sandhursttrustees.com.au/superannuation/super-forms.asp)

\*\* Required only when there is an insured component.

## Step 2 Review of the claim paperwork

Once we receive all the required information and paperwork, we will carefully review the claim and work out if any other documents are required.

In some cases, additional information may be required to determine the deceased member's eligibility for insurance cover. We will contact you to obtain your authority to access this information. This may include details about the member's medical history.

## Step 3 Claim assessment

We will assess the claim and determine whether the death benefit should be paid to the member's estate or to a nominated beneficiary.

Members can nominate a beneficiary/ies to receive their death benefit by completing a Binding Death Benefit Nomination Form.

If there is no valid binding death benefit nomination in place, the death benefit will be paid to the member's Legal Personal Representative, who is the executor of the will or administrator of the estate.

If the account has an insurance component, we will complete our assessment once the insurer has completed their assessment.

## Step 4 Payment of death benefit

Once we have completed our assessment and determined who the death benefit will be paid to, we will begin the process of closing the deceased member's superannuation account and paying the benefit to the estate or beneficiary. The payment is generally made via a bank cheque.

We will provide you with regular updates throughout the claims process.

# Other important information

We've included some further information you may find helpful.

## **If there is an insurance component, and the insurance claim is declined**

If an insurance claim is declined by the insurer, we will review the decision to ensure we agree with the outcome or request further information from the insurer if necessary. We will then advise you of the outcome and explain the reasons it was declined. If you are dissatisfied with the outcome, we will walk you through the dispute process.

## **Pension members**

If the deceased member had a pension account, they may have made a Reversionary Pension Nomination. This allows them to nominate a beneficiary to receive their pension payments in the event of their death.

If this nomination was valid at the time of death, the deceased member's pension payments will be paid to their nominated beneficiary once we have assessed and finalised the death benefit claim.

# Fees

We will not charge fees where no service is provided. If fees have been charged since the date of death for a service which has not been provided, we will refund those fees to the deceased's account.

For further information please contact us on the below:

<b>In person</b>	At your nearest Bendigo Bank branch
<b>On the phone</b>	Call 1800 033 426
<b>Online</b>	<a href="mailto:superannuation@bendigobank.com.au">superannuation@bendigobank.com.au</a>

