

Bendigo SmartStart Withdrawal Form

This form can be used for the following products:

- Bendigo SmartStart Super®
- Bendigo SmartStart Pension®

This form should be used to make a lump sum (cash) withdrawal **OR** to transfer/rollover superannuation benefits.

Please complete this form in **black** or **blue** ink using **CAPITAL LETTERS** and where provided, mark answer boxes with an **X**.

*Indicates a **mandatory field**. If you do not complete all of the mandatory fields, there may be a delay in processing your request.

Step 1 Member personal details

Member number (if known)

Title *Surname

*Given name(s)

*Date of birth / / *Sex Male Female

Current residential address (no PO box)

*Address

*Town/Suburb *State *Postcode

*Country (if outside of Australia)

Postal address (if different to above)

*Address

*Town/Suburb *State *Postcode

*Country (if outside of Australia)

*Contact phone number Mobile phone

Tax File Number (TFN)
(if not already supplied)

Under the Superannuation Industry (Supervision) Act 1993, Sandhurst Trustees Limited (Sandhurst) is authorised to collect your TFN, and use it in accordance with our privacy policy. Your TFN may be disclosed to another superannuation fund when your benefits are transferred, unless your request us otherwise in writing. You are not obliged to provide your TFN and it is not an offence not to quote it. However, if you do not provide your TFN, tax penalties may apply.

Please note: If you are a Bendigo SmartStart Super member requesting to transfer some or all of your superannuation benefits to another superannuation fund and have chosen not to provide your TFN, you will need to provide us with certified proof of identity documentation before we can process your request (Refer to Step 9).

Step 2 Residency status

Are you an Australian citizen, permanent resident, New Zealand citizen or holder of a 405 or 410 retirement visa?

Yes Go to Step 3.

Please note: If you are in Australia on a temporary resident visa, you cannot use this form to make a lump sum cash withdrawal. Please complete the *ATO Departing Australia Superannuation Payment* form which is available from the Plan's website at www.sandhursttrustees.com.au/super-forms.

Step 3 Withdrawal instructions

If making a lump sum withdrawal tax may be deducted from your payment if you are under age 60.

Full withdrawal type

- Transfer/rollover. Complete Step 5.
- Cash. Complete Steps 4 and 6.
- Transfer/rollover my preserved benefits and pay my non-preserved benefits as cash. Complete Steps 4, 5 and 6.

Partial withdrawal type

Bendigo SmartStart Pension members: the minimum withdrawal amount is \$1,000. If your account balance is below \$1,000, you must withdraw the total account balance.

- Transfer/rollover \$ Complete Step 5.
- Cash \$ net or gross .

For cash withdrawals, please complete Steps 4 and 6. Unless indicated the amount shown will be net of tax.

If the withdrawal amount requested is less than 70% of your total account balance, your request will be processed even if your Cash at Bank has insufficient funds available (unless you request otherwise by ticking the box below). As a result, your Cash at Bank may temporarily go into negative and interest will be charged at the daily rate applicable to the Cash at Bank until your balance is restored.

- I wish to wait for sufficient funds to be available in my Cash at Bank before my withdrawal request is processed and understand this may take a period of time..

Bendigo SmartStart Pension members: All benefits paid in addition to your regular pension payments will be treated as a lump sum withdrawal, unless you specify below that it should be treated as a pension payment.

- Please treat this benefit as an additional pension payment, not as a lump sum payment.

Step 4 Conditions of release (for cash withdrawals)

You may access your benefits if you meet one of the criteria detailed below. Please mark the answer box applicable to your particular circumstance with an **X**.

- I have reached my preservation age and have permanently retired. (Please refer to the Preservation Age table on page 5 of this form for more information).
- I am aged 60 or more and terminated employment with my employer on / / but have not permanently retired.
- I am aged 65 or more.
- I have terminated employment with an employer who has contributed to Bendigo SmartStart Super on my behalf whilst I was employed, and have attached a letter from my previous employer confirming the date I ceased employment (applies to restricted benefits only).
- I have unrestricted non-preserved benefits.

Note: You may be eligible to apply for an early release of your superannuation benefits if you are diagnosed as being terminally ill, suffering from permanent incapacity, currently in severe financial hardship or under other specified compassionate grounds. Please contact our Client Services Team on 1800 033 426 for more information.

Step 5 Rollover fund details

*Indicates mandatory field. If you do not complete all of the mandatory fields, there may be a delay in processing your request.

- *Fund name
- *Fund ABN *USI
- *Fund address
- *Town/Suburb *State *Postcode
- *Fund phone number
- *Member/account number

Step 6 Financial institution details (for cash withdrawals)

If the below details are not provided or are unclear, a cheque will be made payable to you and mailed to your address. Funds cannot be paid to third parties.

*Name of financial institution

*Address of financial institution

*Account name

*Branch BSB number - *Account number

Step 7 Claiming a tax deduction for personal contributions

If you intend to claim a tax deduction for any personal contributions you have made to Bendigo SmartStart Super during the current financial year, you must attach to this form a completed Section 290-170 Tax Deduction Notice, which is available from our website at www.sandhursttrustees.com.au/superforms.

Step 8 Additional withdrawal payment instructions

We will sell down your assets in accordance with your Investment Strategy unless you provide special payment instructions below.

Investment option name	Dollar amount (\$)	OR Percentage Allocation
<input type="text"/>	<input type="text"/>	<input type="text"/> %
<input type="text"/>	<input type="text"/>	<input type="text"/> %
<input type="text"/>	<input type="text"/>	<input type="text"/> %
<input type="text"/>	<input type="text"/>	<input type="text"/> %
<input type="text"/>	<input type="text"/>	must equal 100% %

Step 9 Proof of identity (not required for Bendigo SmartStart Pension members)

You need to provide documentation with this withdrawal request to prove you are the person to whom the super benefits belong.

Please complete option 1 to have your identity verified electronically OR provide original certified copies of your identification as per option 2.

Please choose one of the following options to help us verify that you are the person to whom the super benefits belong.

Option 1 - Electronic verification - Please provide details for any TWO of the following forms of identification:

Driver's Licence - Please enter details as they appear on your driver's licence.

First Name:

Middle Name:

Last Name:

Licence Number: State of Issue:

Address:

Suburb: State: Postcode:

Expiry Date: / /

Medicare Card - Please enter details as they appear on your Medicare Card.

First Name:	<input type="text"/>	Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>		
Card Colour:	<input type="checkbox"/> Green <input type="checkbox"/> Blue <input type="checkbox"/> Yellow	Medicare Card Number:	<input type="text"/>
Individual Reference Number (the number to the left of your name):	<input type="text"/>	Expiry Date:	<input type="text"/> / <input type="text"/> / <input type="text"/>

Australian Passport - Please enter details as they appear on your passport.

First Name:	<input type="text"/>
Middle Name:	<input type="text"/>
Last Name:	<input type="text"/>
Passport Number:	<input type="text"/>

Australian VISA (foreign passport holders) - Please enter details as they appear on your passport.

First Name:	<input type="text"/>		
Middle Name:	<input type="text"/>		
Last Name:	<input type="text"/>		
Passport Number:	<input type="text"/>	Country of issue:	<input type="text"/>

By providing my proof of identity details above, I confirm that I am authorised to provide the personal details presented and consent to its use to electronically verify my identity. I understand that my personal information will be shared with GreenID, a secure online verification system in order to match my information with identification data sources.

Option 2 - Certified copies of identification

Please provide original certified copies of identification. Each page must be certified as a true copy. Please refer to the 'Proof of identity requirements' section at the end of this form for more information.

If the paper copies of my certified documentation are incorrectly certified or unable to be read, I authorise the use of my personal details for the purpose of electronically verifying my identity where possible. I understand that my personal information will be shared with GreenID, a secure online verification system in order to match my information with identification data sources.

Step 10 Member declaration

By signing this request, I am making the following statements:

- I declare I have fully read and understood this form and the information completed is true and correct and authorise Sandhurst to process my lump sum withdrawal and/or transfer/rollover as instructed on this form.
- I am aware I may ask the Sandhurst for information about the effect this request may have on my superannuation benefits.
- If I am rolling over my benefit to a SMSF, I confirm that I am a trustee or director of a corporate trustee of the SMSF and I have provided updated information to the Australian Taxation Office for verification purposes.
- I have read and understood Bendigo and Adelaide Bank Group's Privacy Policy which is available at www.sandhursttrustees.com.au and agree that Sandhurst and Bendigo and Adelaide Bank Group may collect, use and disclose my personal information in accordance with the Privacy Policy.
- In respect of electronic instructions (email, fax) in relation to this request, I agree and acknowledge that Sandhurst:
 - Will not accept electronic instructions unless it is accompanied by my scanned or faxed signature;
 - Is not responsible for any loss or delay that results from a transmission not being received by Sandhurst;
 - Will only process my electronic instructions if they are received in full and have been fully signed by me;
 - Will not accept a receipt confirmation from the sender's facsimile machine or computer as evidence of receipt of the instructions;
 - Will not compensate you for any losses relating to electronic instructions, unless required by law; and
 - Does not take responsibility for any fraudulent or incorrectly completed electronic instructions. In the event of fraud, I agree to release Sandhurst from, and indemnify Sandhurst against, all losses and liabilities whatsoever arising from Sandhurst acting in accordance with any instructions received electronically bearing your member number and a signature purportedly mine.

*Member Signature	<input type="text"/>	*Date	<input type="text"/> / <input type="text"/> / <input type="text"/>
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Contact details:

Sandhurst Trustees Limited	Phone: 1800 033 426
Bendigo SmartStart	Fax: 03 6215 5800
GPO Box 264	Email: superannuation@bendigobank.com.au
Melbourne Victoria 3001	Website: www.sandhursttrustees.com.au/SmartStart

Preservation Age

Date of birth	Age
Before 1 July 1960	55
1 July 1960 to 30 June 1961	56
1 July 1961 to 30 June 1962	57
1 July 1962 to 30 June 1963	58
1 July 1963 to 30 June 1964	59
After 30 June 1964	60

Proof of identity requirements

Proof of identity documentation is not required if:

- you are a Bendigo SmartStart Pension member

OR

- you are transferring or rolling over your superannuation benefits to another superannuation fund and have provided your TFN in Step 1

Please refer to the following table to find out what documents are acceptable for proof of identity documents.

EITHER

One of the following documents only:
<ul style="list-style-type: none">• driver’s licence issued under State or Territory law; or
<ul style="list-style-type: none">• passport

OR

One of the following documents:
<ul style="list-style-type: none">• birth certificate or birth extract
<ul style="list-style-type: none">• citizenship certificate issued by the Commonwealth; or
<ul style="list-style-type: none">• pension card issued by Centrelink that entitles the person to financial benefits.

AND

One of the following documents:
<ul style="list-style-type: none">• letter from Centrelink regarding a Government assistance payment; or
<ul style="list-style-type: none">• notice issued by Commonwealth, State or local council within the past twelve months that contains your name and residential address.
For example: <ul style="list-style-type: none">- Tax Office Notice of Assessment- Rates notice from local council.

Certification of personal documents

All copied pages of ORIGINAL proof of identification documents (including any linking documents) need to be certified as true copies by any individual approved to do so (see below).

The person who is authorised to certify documents must:

- sight the original and the copy and make sure both documents are identical;
- make sure all pages have been certified as true copies by **writing** or **stamping** ‘certified true copy’ followed by their **signature**, printed **name, qualification** (eg Justice of the Peace, Australia Post employee, etc) and **date**.

A list of people authorised to certify a copy of an original document is available on our website at sandhursttrustees.com.au/superforms.