

# Make a Withdrawal from an Income Account

## When to use this form

Complete this form if you want to make either a lump sum withdrawal from your Income account, or transfer funds from your Income account to a QSuper Accumulation account.

Do not complete this form if you want to:

- Transfer funds to another super fund – instead complete our *Transfer to Another Super Fund* form.
- Change your regular Income account payments – you can instead make the changes via Member Online at [memberonline.qsuper.qld.gov.au](http://memberonline.qsuper.qld.gov.au) or complete our *Update an Income Account and/or Lifetime Pension* form.

All our forms are available at [qsuper.qld.gov.au/forms](http://qsuper.qld.gov.au/forms) or you can call us to request a copy.

Please complete this form in **BLOCK** letters, in blue or black ink.

### 1 Personal details

Client number

You can find your client number on your annual statement or by logging in to Member Online.

Title

First name

Last name

Previous name<sup>1</sup> (if we know you by another name)

Date of birth (dd/mm/yyyy)

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Home phone number

Mobile phone number

Work phone number

Email address

Postal address

State

Postcode

Residential address

As above

State

Postcode

### 2 Income account you want to withdraw from

If you have more than one Income account with us, please specify which account you want to make a withdrawal from.

Income account number

### 3 Condition of release declaration

You need to meet one of the conditions below to withdraw money.

I want to withdraw an amount from the unrestricted non-preserved part of my super (the part of my super I can access).

OR

I have met one of the following conditions:

I have reached my preservation age and **permanently retired**, and do not intend to ever work again 10 hours or more per week in the future.<sup>2</sup>

I have ended my employment arrangement on or after age 60.

I am aged 65 years or over.

I have met a condition of release which QSuper has previously approved.

Last day of work (if applicable) (dd/mm/yyyy)

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<sup>1</sup> If your name has changed and you work for the Queensland Government or default employer, let your payroll office know and they will let us know. Otherwise, please send us a certified copy of either a marriage certificate or other legal change of name document.

<sup>2</sup> This declaration relates to your intention now and does not mean you could not return to part-time or full-time work if your circumstances change in the future.

#### 4 Withdrawal amount

We will use your existing payment preferences when making this withdrawal. You can change your payment preference at any time by logging in to Member Online or by submitting a *Switch Investments in an Income Account* form.

I want to withdraw (net):

\$

OR

I want to withdraw all of my Income account benefit.

You will need to keep a minimum of \$10,000 in your QSuper account if you would like to make a lump sum withdrawal. This minimum balance will apply unless you are withdrawing all of your funds and closing your account.

Tax may be payable on this withdrawal and generally applies if you are under age 60. If applicable, QSuper will deduct any tax before the payment is made.

#### 5 Payment method for your withdrawal

Please choose where you want your payment made.

**Option 1 – Lump sum withdrawal**

Pay the money into the same bank account used for my regular income payments.

OR

Pay the money into the bank account below. We can only make payments into an Australian bank, credit union, or building society account that's in your name or a joint name. This means we can't make payments into a business, trust, or loan account.

You should know that if you provide incorrect details, there could be a delay in your payment or a loss of interest, and we cannot accept responsibility for this.

**Bank name**

**Branch (BSB) number**

**Account number**

**Account name** (e.g. John & Jane Citizen)

OR

**Option 2 – Transfer my funds to a QSuper Accumulation account**

**My existing QSuper Accumulation account number:**

OR

**A new QSuper Accumulation account, as I do not currently have one.**

- I confirm I have read the *QSuper Product Disclosure Statement for Accumulation Account* (PDS), and want to apply to open an Accumulation account.
- I understand that my funds will be automatically invested in the QSuper Lifetime Investment Option

**Insurance in your new Accumulation account**

If eligible, you may receive default insurance cover with an Accumulation account. For available insurance and information on eligibility terms and conditions, please refer to the *Accumulation Account Insurance Guide*.

**I do not want to receive default cover.**

- This means we will not automatically provide you with cover again, even if your employment situation changes. If you want to take out cover again, you can apply any time, subject to the eligibility terms and conditions at that time.
- Default insurance cover is provided in addition to any personalised Accumulation account insurance you may hold. We will not cancel any existing personalised cover as a result of this selection.

## 6 Proving your identity

You can prove your identity by either:

### Option 1 – Electronic identification

(not available for people currently living overseas)

To prove your identity electronically, please provide us with your driver licence or passport number.

From here QSuper will provide your name, address and date of birth to a credit reporting agency (CRA) to check if your personal information matches your credit information file with the CRA. This will allow us to verify you under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* before making your payment. It doesn't give us access to other information about you, our request won't be recorded on your credit information file and the CRA can't use it for anything else. If we cannot identify you in this way, we will write to you advising the name of the CRA and another way to verify your identity.

**I confirm that I am authorised to provide the personal details presented and I consent to my information being checked with the document issuer or official record holder.**

Driver licence number

State of issue

Passport number

Previous name

Country of birth

OR

### Option 2 – Certified identification

You can post, email, or fax us certified copies of your identification document as explained in the *Proving Your Identity* factsheet on our website.

## 7 Attachments to send with this form

- If you are proving your identity using the paper method**, please attach certified copies of your identity documents as explained in our *Proving Your Identity* factsheet at [qsuper.qld.gov.au/factsheets](http://qsuper.qld.gov.au/factsheets)
- If we know you by another name**, please attach certified copies of your marriage certificate or another legal change of name document.
- If you're signing as a power of attorney and you haven't already given us a certified copy of your power of attorney documentation**, please attach it to this form. You must also attach certified copies of your and the member's identification documents.

## 8 Declaration and authorisation

- I am the person named on this form, or I have a power of attorney to act on the member's behalf.
- The information I have given on this form is true and correct.
- I understand that if I have not provided bank account details on this form, that QSuper will pay my withdrawal to the bank account that I have previously supplied (if applicable).

Name

Signature

(Please sign in blue or black pen – QSuper does not accept electronic signatures on this form.)

Date signed (dd/mm/yyyy)

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### Where to send this form

Please send your completed form to us by:

Post

QSuper  
GPO Box 200  
Brisbane QLD 4001

Email

qsuper@qsuper.qld.gov.au

We will do our best to process your request within three working days of receiving your form and all the required information. This might take us longer during busy periods.

### If you have questions

If you need any help completing this form, please call us on **1300 360 750**.

At QSuper, we value your security, and we recommend that you don't keep copies of sensitive information in your email account, or cloud storage service, to protect yourself in the event your account or password are ever compromised.

#### Member Centres

**70 Eagle Street, Brisbane**  
**63 George Street, Brisbane**  
**Sunshine Coast University Hospital**, Ground Floor,  
Main Hospital Building, 6 Doherty Street, Birtinya

#### Member Services team

**Phone** 1300 360 750  
**Overseas** +61 7 3239 1004  
Monday to Friday  
8.00am – 6.00pm (AEST)

**Postal address** GPO Box 200, Brisbane QLD 4001  
**Email** qsuper@qsuper.qld.gov.au  
**Fax** 1300 242 070  
**Website** qsuper.qld.gov.au

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