Westpac KiwiSaver Scheme Significant Financial Hardship Withdrawal Application



The KiwiSaver Act 2006 sets out limited circumstances where KiwiSaver can be used before retirement age. Should you be suffering, or likely to suffer from significant financial hardship, you can apply for early withdrawal to relieve your current or likely hardship. This form will help you determine if you qualify, it shares what resources are available to you, what information is required and what to expect, should you qualify.

We're here to help.

We understand life can take some unexpected turns but your financial wellbeing is important to us and we're here to help. If you're not sure if you qualify, please call **0508 972 254** (+**64 9 375 9978** from overseas) weekdays between 8.30am and 5pm NZ time or email **kiwisaverhelp@westpac.co.nz**, to discuss your situation before you apply.

You can find tips, tools and resources, as well as information on our repayment relief options at <u>westpac.co.nz/mym</u>. You can also get free, independent and confidential financial mentoring support from FinCap by calling **0800 345 123** or at **moneytalks.co.nz**

Are you eligible to apply for Significant Financial Hardship withdrawal?

You may qualify for an early withdrawal, due to significant financial hardship, if you are unable to:

- · Pay your household's minimum living expenses, such as food, power and water bills
- · Pay your mortgage, rental or board payments
- · Pay the cost of modifying a residence to meet special needs arising from your or a dependant's disability
- Meet the cost of a funeral for a deceased dependant
- · Meet the cost of medical treatment if you or a dependant become ill, suffer an injury or require palliative care*.

You cannot typically make a withdrawal for: fines; subscriptions (for example TV services); Work and Income NZ (WINZ) repayments; holidays; IRD payments or debts owing (including debts with collection agencies).

For loans, we can only consider overdue payments. The total balance of a loan or loan settlement will not be considered.

What should you do before applying?

As an early withdrawal is a last resort option, please ensure you have exhausted all reasonable alternative sources of funding, such as:

- · Use any savings you may have
- · Ask your bank for assistance
- · Cash in any shares or investments
- · Ask Work and Income New Zealand (WINZ) for assistance
- Apply for a Savings Suspension. To apply for a Saving Suspension please contact the Inland Revenue on **0800 549 472** or find out more at ird.govt.nz.

Who makes the final decision?

Westpac assesses your application on behalf of BT Funds Management (NZ) Limited (your KiwiSaver provider). The New Zealand Guardian Trust Company Limited, the 'Supervisor' of the Westpac KiwiSaver Scheme, makes the final decision, considering your individual circumstances and the requirements of the KiwiSaver Act 2006.

How much can you withdraw?

If approved, your payment will be limited to an approved amount that will cover your particular hardship, in the Supervisor's opinion. The amount will be calculated based on the information in this application and supporting documents, to cover your living expense shortfall for the next **3 months and arrears** (including overdue bills). You can only access the contributions made by you and your employer and not any government contributions (including the kick-start, if you received one).

*Please note - If your application is due to you suffering from a serious illness, please contact the KiwiSaver Support team on **0508 972 254** before completing this application form. You may be able to apply for a withdrawal on the grounds of serious illness.

How to apply?

- 1. Complete all sections of this form.

 (Tip: complete using the online editable PDF to avoid possible handwriting issue delays, also this helps with calculations)
- 2. Review 'Your checklist' to ensure you have everything you need.
- 3. Take your application form to a Justice of the Peace, solicitor, or any other person authorised to take a statutory declaration (see page 8). (Tip: take originals and photocopies of your photo ID (copies front and back if using a driver licence) and proof of address as well, as the person authorised to take your statutory declaration can also certify these documents in the one visit).
- 4. Once completed, send us your form and supporting documents:

Courier Westpac KiwiSaver Scheme, Westpac on Takutai Square, 53 Galway Street, Auckland 1010

Post Westpac KiwiSaver Scheme, PO Box 934, Auckland 1140

Visit Any Westpac branch.

What happens next?

Once we have received your application, we will send you an acknowledgment. If we require any additional information or documents, we will contact you.

Assessment – we aim to commence assessment of your completed application within **10 business days**. Assessment can only begin once we have all the required information or documents. **Please note** that any requests for more information will cause delay in processing your application.

Payment - following approval of your request, we aim to make payment to your nominated account within five business days.

If you are unsure if you qualify or need any help to complete the form, we are here to help. Please call 0508 972 254 (+64 9 375 9978 if overseas) weekdays between 8.30am – 5pm NZ time or email kiwisaverhelp@westpac.co.nz

Your details We'll update your address and Prescribed Investor Rate (PIR) details if they differ from our records. We won't update your phone and/or email details unless we have none on file or you tick the box below: Update my details: update my phone number and/or email details so all future Westpac KiwiSaver Scheme and general Westpac correspondence goes to the below: Other (please specify) Date of birth DD / MM / YYYY Miss Name FIRST Physical address NUMBER & STREET Postal address (if different) NUMBER & STREET Phone HOME Email IRD number S Westpac KiwiSaver Scheme member number Find it in online banking or on your statement. 17.5% 28%. Find yours at ird.govt.nz/pir If we need more information, we will email you as it's a faster way for us to communicate with you. Your payment details Please provide us with a New Zealand bank account that is either solely or jointly held in your name (i.e. not a Trust account or business account). If approved, the withdrawal will be paid to your nominated account. If the bank account below is not a Westpac New Zealand bank account, you'll need to supply a certified copy or original bank statement/deposit slip.

Account holder's name	FIRST		MIDDLE	LAST
Account number	BANK	BRANCH	ACCOUNT NUMBER	SUFFIX

If you're invested in more than one fund, the withdrawal will be deducted proportionately across each of the funds you're invested in. Please contact us if you'd like the withdrawal to be deducted differently.

Privacy statement

The personal information which you provide in (or in connection with) this form will be held securely by BT Funds Management (NZ) Limited (Manager) and/or The New Zealand Guardian Trust Company Limited (Supervisor), at the address of the Manager and/or Trustees Executors Limited (the registry provider), and may also be disclosed to Westpac Banking Corporation ABN 33 007 457 141 (Westpac), Westpac New Zealand Limited (Westpac NZ) and any other entity that is involved in the administration and management of the Westpac KiwiSaver Scheme (including Inland Revenue and any regulatory body). You have the right to access and correct this information subject to the provisions of the Privacy Act 2020. Your personal information may otherwise be collected, used and disclosed in accordance with Westpac's Privacy Policy (available at westpac.co.nz/privacy). You agree that by completing this application, you give your consent that all your accounts with Westpac will be available for review and the Manager and the Supervisor may request additional information.

Reason for hardship application	
1. Why you are applying (please tick all that apply)	<i>i</i>):
Unable to meet the medical costs for you or a dep Unable to meet the cost of a funeral for a deceased Other. 2. Full description of hardship. For example: you've b	e to meet special needs arising from your or a dependant's disability pendant if you or a dependant become ill, suffer an injury or require palliative care
or medical costs.	
3. Actions before you apply Have you considered:	
Using any savings you may have ask your ba ask Work and Income New Zealand (WINZ) for ass Other.	
Have you contacted your creditors to try and arrange partial No Yes – please give details and/or attach evid assistance, such as revised repayment plans, repayment	idence confirming that these creditors are unwilling to provide any form of financial
Your household information	
 Relationship status (please tick only one): Employment status (please tick only one): Your partner's employment status, if you have one: Do you have any dependants? 	Married or de facto Single Employed Self-employed Unemployed Employed Self-employed Unemployed Ves – provide a copy of the birth certificate of all children under 18.
Full name	Age Occupation if over 18
5. Have you made a claim for Significant Financial Hards No Yes	ship from a KiwiSaver scheme in the last 12 months?

Household financial situation: income and assets

Please complete all sections that apply to you. If you have a partner, please include your **partner's income and all assets you share with them**.

Asset	Additional information required	Asset value	
1. Bank accounts/	Name of organisation/bank	Current balance	
term deposits/ cash investments	1.	\$	
	2.	\$	
	3.	\$	
2. Superannuation/ managed funds	Name of company	Current balance	
manageu runus	1.	\$	
	2.	\$	
	3.	\$	
3. Vehicles	Type, make and year	Estimated market value	
	1.	\$	
	2.	\$	
	3	\$	
4. Property	Address of property	Regd./Govt. valuation Date DD / MM / YYYY or	
	1.	Estimated market value	
		\$	
	2.	Regd./Govt. valuation Date DD / MM / YYYY or	
		Estimated market value	
		\$	
5. Other assets	1.	\$	
	2.	\$	
	3.	\$	
Total assets		\$	

Household income	Your monthly income amount (after tax)*	Your partner's monthly income amount (after tax)*
1. Salary/wages/benefit/commission income	\$	\$
2. Rental or board income	\$	\$
3. Business income	\$	\$
4. Other (interest, dividends, redundancy package, ACC lump sum, redundancy insurance payment, mortgage repayment insurance payment, income replacement insurance etc.)	\$	\$
5. Family Tax Credits/Family Assistance	\$	\$
Totals		
Total monthly household (you and your partner's) income (A)	\$	

^{*}To convert weekly amounts to monthly amounts, multiply the weekly amount by 4.33. To convert fortnightly amounts to monthly amounts, multiply the fortnightly amount by 2.17.

Household financial situation: expenses and debt

Please complete all sections that apply to you. If you have a partner, please include all expenses and debts you share with your partner.

Important: Attach the documents listed in checklist 2 as evidence of each expense. If you don't do this, we may not be able to consider this expense when assessing your application. This means that if your withdrawal is approved, your payment amount could be lower.

Household debt and expenses	Name of organisation/bank	Current balance	Total monthly payment after tax*	Arrears (if applicable)
1. Loan repayments (mortgages,	1.	\$	\$	\$
overdrafts, bank	2.	\$	\$	\$
personal loans)	3.	\$	\$	\$
	4.	\$	\$	\$
	5.	\$	\$	\$
	6.	\$	\$	\$
2. Credit/store card and hire purchase	1.	\$	\$	\$
payments	2.	\$	\$	\$
	3.	\$	\$	\$
	4.	\$	\$	\$
	5.	\$	\$	\$
	6.	\$	\$	\$
3. Utilities and power			\$	\$
4. Home insurance			\$	\$
5. Rent or board payments			\$	\$
6. Other relevant expenses			\$	\$
Totals			\$	\$
			Total monthly expenses (B)	Total arrears (if applicable) (D)

Monthly living expenses:	food,	clothing	and	medical
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We calculate living expenses based on national averages.	
Number of adults and dependants x \$862.00 Total (C) \$	

Estimating payment

The KiwiSaver Act has strict rules for financial hardship. If approved, your hardship payment is the difference between your income and expenses for a specific period (usually three month) plus any arrears (if applicable). This is calculated based on the information in this application and supporting documents. Then a national average is used to calculate living expenses based on the number of people in your household. We are only able to pay your current bills and not your total debts.

Estimated surplus or shortfall =

\$

If the total in E is positive, you have a monthly surplus. If you have a monthly surplus it's unlikely that the Supervisor will approve your application. The Supervisor will usually only approve withdrawals where there is a monthly shortfall.

^{*}To convert weekly amounts to monthly amounts, multiply the weekly amount by 4.33. To convert fortnightly amounts to monthly amounts, multiply the fortnightly amount by 2.17.

Your living situation			
Can you provide a copy of your tenancy/ren	tal agreement as evidence of yo	our living situation? (Please tick	only one.)
No – complete either the 'Landlord dec	claration' or 'Living arrangemen	it agreement' below	,
Yes – include a copy and continue to the	ne 'Your statutory declaration' s	ection.	
	,		
Landlord declaration			
If your landlord is a professional rental manage company letterhead can replace this landlord			nities), then confirmation on
Tenant's details			
Name FIRST	MIDDLE	LAST	
Physical address NUMBER & STREET		SUBURB	
TOWN/CITY			
Landlord's details			
Name FIRST	MIDDLE	LAST	
Physical address (if different) NUMBER & STRI	=FT	SUBURB	
TOWN/CITY	_L 1	POSTCODE	
TOWN/CITT		POSICODE	
Phone HOME	MOBILE	Email	
Declare that: (please tick as applicable)			
The above named tenant(s) is required to	o pay the following rent: \$		
Frequency: Weekly Fortnightly	Monthly Other (please sp	ecify)	
The above named tenant is required to pay the	_		
As at Date DD / MM / YYYYY the outstanding	ng rent arrears are \$		
Landlord signature			Date DD / MM / YYYY
Living avvangement agreement			
Living arrangement agreement Please complete this if you have no formal ag	roomant (for evenula yeu are f	latting and not on the lease) or	nou for your againmedations
in cash.	reement (for example you are i	accing and not on the lease) or [pay for your accommodations
Briefly explain your living situation:			
Details of the person you pay rent/board to:			
Name FIRST	MIDDLE	LAST	
Physical address NUMBER & STREET		SUBURB	
TOWN/CITY		POSTCODE	
Phone HOME MOBIL	LE	Email	
1. The rent/board/accommodation amount is	[\$	per week	
2. The outstanding rent/board arrears are \$	as at D	D / MM / YYYY	
3. The occupant pays \$	per week for expenses (for exa	mple food and/or utilities).	
Landlard/Dranarty Owner/Named Target :	anaturo		Data DD I MAA I VAAA
Landlord/Property Owner/Named Tenant si	gnature		Date DD / MM / YYYY

Certified Identification and Proof of Address

All our customers need to confirm their identity and address with us to keep their accounts secure and comply with New Zealand law.

Identification (ID) documents

Please provide us with **current and valid** documents for one of the two options below:

Option 1: ONE primary photographic identification: NZ driver licence* NZ certificate of identity					
○ NZ passport	NZ firearms licence.				
Option 2: ONE of these primary non-pho	otographic ID documents	:			
NZ birth certificate	Foreign birth certifica	te issued by United Nations**			
Certificate of NZ Citizenship	Foreign citizenship ce	ertificate issued by United Nations**.			
And ONE supporting ID document					
Kiwi Access card or HANZ 18+ card	SuperGold card	NZ government agency document (with the person's name and signature).			
*These forms of photographic ID must be sign **Including an agency of the United Nations o					
Proof of address documents Please provide us with ONE of the below accessory your name and current residential address.	eptable forms of address. Tl	ne document must be dated within the last 12 months and show			
Utility or service bill (Power, Gas, Water, Internet or SKY) Bank statement from another registered bank (non-Westpac NZ) Correspondence from an employer (payslip) Property sale and purchase agreement Local council rates notice/valuation Insurance policy document School or university correspondence NZ online property valuation reports Current rental or tenancy agreement Utility or service bill from your host/ hotel or motel accompanied by a letter from them, to confirm that this is your place of residence.					
Please note: Westpac branch staff can verify your original ID and proof of address documents, but cannot witness your Statutory Declaration.					
What is a certified copy? You'll need to provide certified copies of various documents as part of your application – refer to 'Your checklist'. A certified copy of an original document on which an authorised person (valid options below) has confirmed it is a true copy of the original. Click here for full details on our website.					
 Justice of the Peace Solicitor Notary public Registrar of the District Court or the High Court Deputy Registrar of the District Court or the High Court Police Officers who are authorised to take a statutory declaration. 					

Need help?

If you need any help to complete the form, or unable to provide the above-mentioned forms, please call **0508 972 254** (+**64 9 375 9978** if overseas) weekdays between 8.30am – 5pm NZ time or email **kiwisaverhelp@westpac.co.nz**

All certified copies **must** include:

- · The certifier's name, occupation, signature, and date
- · The following or equivalent wording: "I certify this to be a true copy of the original document as sighted by me on [date]"
- · For identity documents only, add: "and it represents the true likeness and identity of the individual."

The certifier **cannot be** someone you're related to, your spouse/partner, someone who lives at the same address or is involved in the transaction or business requiring the certification.

Please see an example of what this looks like below, you can also refer to our website for more information westpac.co.nz/ID

Examples of Certified Documents

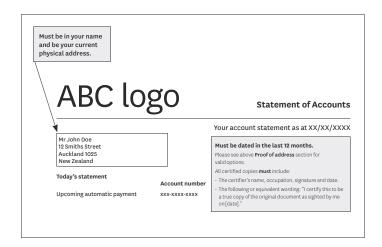


| [full name of person authorised to certify ID]

certify that this is a true and correct copy of the original and represents the true likeness and identity of **[full applicant name]** as sighted by me.

Date		
Signature _.		

[Position/authority to sign, registered body, and registered number (or staff number)]



| [full name of person authorised to certify Proof of Address]

certify that this is a true copy of the original document as sighted by me.				
Date				
Signature				

[Position/authority to sign, registered body, and registered number (or staff number)]

Tips to completing this application

Certified copies and witnessing:

• Take originals and photocopies of your photo ID (copies front and back if using a driver licence) and proof of address with you when having your statutory declaration witnessed. The authorised person can certify your documents at the same time as witnessing your statutory declaration.

Complete the form online:

- · Avoid possible delays due to handwriting
- $\cdot\;$ Benefit from the calculations in online form
- · Use the checklist.

Missing information will delay your application.

YO	ur cneckust		
1.	All applications must include the following: Your fully completed application form.	3.	Only include if your hardship is due to redundancy or work related:
\bigcirc	Check your statutory declaration has been completed,		Redundancy letter and pay-out notification.
\bigcirc	signed and witnessed by a person authorised to take		
	statutory declarations.		Letter from employer if hours have been reduced.
\bigcirc	A certified copy or original bank statement/deposit slip, if the bank account you've provided for payment is not a		If you're self-employed, an accountant letter confirming income drawings for the last three months or IRD income summary for the last three months.
	Westpac New Zealand bank account. Certified copy of acceptable identity documentation		Letter from WINZ stating entitlements/non-entitlement
\bigcirc	(such as the photo and signature pages of your current		and stand down period for you and/or your partner.
	signed passport or both sides of your current New Zealand	4.	Only include if your hardship is due to a medical issue:
	driver licence). Certified copy of proof of address showing your name	\bigcirc	Letter from your doctor if unable to work for medical reasons.
	(such as a recent rates, power or phone bill). This can't be		Letter from ACC if unable to work due to injury.
	from Westpac and must be dated within 12 months of your		Medical expenses: copies of bills and overdue
	application.		payment notices.
	You (and your partner's) last four payslips (if applicable).		payment notices.
	Your bank statements for all non-Westpac accounts for the last three months. Statements must include	5.	Only include if your hardship is due to child support:
	transaction details such as the payer or payee for each transaction, amount and date. Transaction lists are		Childcare/support/maintenance for people not living with you: copies of court judgements for childcare/support/maintenance.
	not acceptable. If you have a partner, their personal Westpac and/or non-	\bigcirc	A copy of your IRD tax credit letter confirming details of your dependants.
	Westpac bank statements for the last three months (see		Letter from IRD for Family Tax Credits.
	statement requirements above).		Letter Horring for Family lax Credits.
2.	All applications must include evidence of your expenses –	6.	Only include should purchasing a vehicle be part of your application:
	please include all that apply:		Letter from New Zealand Transport Authority (NZTA)
	Loan repayments: evidence of your regular minimum		confirming that there is no vehicle currently registered
	payment and copies of any recent demand notices. Rates:		under your name.
	copies of rate notices dated within the last 30 days. House		Two quotes will need to be provided for a car valued up
\bigcirc	insurance: evidence of your premium amounts within the last 30 days.		to \$10,000.
	Rental/board payments: rental agreement, landlord	\bigcirc	Justification for why you need the vehicle, such as:
\bigcirc	declaration or living arrangement agreement within the last		No suitable public transport to get to/from work, or
	30 days. Refer to Page 7 'Living Arrangement'.		 you have frequent medical appointments where public transport is not available.
	Hire purchase payments: copies of any recent bills	Plea	ase note "for interviews" is not an acceptable reason.
	(dated within one month of application). This must show		
	current outstanding amount, any overdue amount and		
	repayment amount.		
\bigcirc	Credit/store card payments: statements for all accounts		
	for the last three months.		
	Utilities and power: copies of bills.		
\bigcirc	Transport: copies of bills.		
\bigcirc	Any other relevant expenses:		
	 Essential home modifications (registered builder's quote on letterhead required) 		
	• Funeral*.		
	*Documents required - death certificate of deceased		
	dependant, evidence of relationship to the deceased		
	(like a birth or marriage certificate), funeral invoice/quote		cuments must be received by Westpac within three
	addressed to you, not older than 30 days.		nths of being certified. For more information, please refer
	A copy of the birth certificate of all children under 18.	to tl	ne Certified Identification and Proof of Address page above.

Your statutory declaration

It must be completed and signed in front of a Justice of the Peace, a solicitor, or other person authorised to witness a statutory declaration. Westpac staff cannot complete this statutory declaration.

INAME	OCCUPATION
of ADDRESS	

Solemnly and sincerely declare that:

- · I have read and understood the Privacy Statement on this form.
- All the information provided in this form (and any included materials) is true and complete.
- I have met the eligibility criteria listed in the 'How do I qualify?' section.
- I understand that if the information in my application is incomplete or incorrect, the Manager of the Westpac KiwiSaver Scheme will not be able to complete its assessment of my application.
- I understand that approval of this application is at the discretion of the Supervisor of the Westpac KiwiSaver Scheme, The New Zealand Guardian Trust Company Limited.
- I understand that my withdrawal value will be based on the unit price(s)
 applying at the date that my withdrawal request is processed, so may
 be subject to change. It can be affected by market volatility, PIE tax
 rebates or deductions and additional contributions received.

And I make this solemn declaration conscientiously believing the same to be true and by virtue of the Oaths and Declarations Act 1957.

Please print this form and sign the statutory declaration in front of your witness.

My signature			
Before me (Ju Declarations		or other person authorised to take a	statutory declaration in accordance with the Oaths and
Signature of	witness		
Name of witr	ness		
Declared at	TOWN/CITY	Occupation	Date DD / MM / YYYY
	STAMP		

Westpac branch use – branch checklist			
Branch name	Staff name		
Current ID and Proof of address (ADV) checked, loaded and verified in Sales Customer (Assist). No outstanding tasks. (Customer must be AML compliant.)			
Form complete including Statutory Declaration.			
Scan double-sided.			
Please email forms (refer to KnowHow - KiwiSaver and Managed Funds scanning and emailing completed forms).			