

SIGNIFICANT FINANCIAL HARDSHIP – KIWISAVER

A significant financial hardship (hardship) withdrawal can help during times of financial difficulty. However, the purpose of your KiwiSaver savings is for your retirement. In this pack you will find information on how to determine if you are eligible, how to apply, and the form and checklist you'll need to complete.



CAN I APPLY FOR A HARDSHIP WITHDRAWAL?

Do any of these apply to you?

- Unable to pay for minimum living expenses such as power, water, and food bills?
- Unable to pay mortgage/rental/board payments?
- Unable to pay to modify your home to meet special needs if you or a dependent family member is disabled?
- Unable to pay for medical treatment for you or a dependent family member because of illness, injury, or palliative care?
- Incurred funeral costs as a dependent family member has died?

YES

If you feel you are suffering hardship and have exhausted all other reasonable alternative sources of funds, you can apply for a KiwiSaver early withdrawal.

NO

If you need some help with your finances, you could arrange to visit a Budget Adviser in your area. There are lots of free Budget Advisory Services across New Zealand who can give advice about government support, debt consolidation and finance options. You can find more information at anz.co.nz/hardship

WHAT DOES IT ALL MEAN?



Minimum living expenses generally include:

- basic food and groceries
- mortgage/rent/board payments
- basic clothing
- utility bills (power, water, phone)
- basic transport costs
- expenses in relation to any financial dependants with special needs.



Minimum living expenses don't include:

- credit card debt relating to non-essential living expenses
- fines or infringement notices
- debt collection agency bills
- hire purchase debt relating to non-essential living expenses
- holidays
- travel to visit a sick relative.



Financial dependants

- This includes a partner, children and/or relative.

To be financially dependent, the person must be fully dependent on you.

WHAT SHOULD I DO BEFORE I APPLY?

- Ask your bank for help. Whether they can help you or not, we'll need to see evidence that you've talked to your bank.
- Ask Work and Income New Zealand (WINZ) for assistance. Whether they can help you or not, we'll need to see evidence that you've talked to WINZ.
- If you're an employee, once you've been a member of KiwiSaver for 12 months, you can choose to take a break from saving – this is called a contributions holiday. To do this, please contact Inland Revenue on 0800 549 472.

HOW MUCH CAN I APPLY TO WITHDRAW?

You can apply to withdraw all of the funds in your KiwiSaver account excluding any member tax credits, but this doesn't mean that you'll be entitled to receive this amount.

If your application is approved, you'll receive an amount that, in the trustee's opinion, is required to relieve your hardship. Generally this covers any shortfall for your minimum living expenses for three months, plus an amount to pay any overdue bills or arrears.

WHO MAKES THE FINAL DECISION?

All KiwiSaver schemes are trusts, with a licensed supervisor who is independent of the provider. ANZ Investments is your KiwiSaver provider, and our role is to assess your application. However, it is the supervisor who makes the final decision, taking into account your individual circumstances and the requirements of the KiwiSaver Act.



HOW DO I APPLY FOR A HARDSHIP WITHDRAWAL?

If you think you're eligible for a KiwiSaver hardship withdrawal, follow the steps below.

Step 1: Complete the application form in full.



Step 2: Collect all of the supporting documents listed in the checklist (see page 1 of the application form). We need these to determine your current financial position.



Step 3: Take your application form to a Justice of the Peace or any other authorised person. You'll need to complete the Statutory Declaration (on page 7) in front of them and they will witness your declaration.



Step 4: Send us your application form and all of the supporting documents. You can post them to us, or drop them at any ANZ branch.



HOW LONG DOES IT TAKE?

If you provide all of the information we need to assess your financial situation in the first step we'll be able to give you an outcome in **15 business days**. If we have to ask for additional information, this will cause delays in the processing of your application.



WHAT HAPPENS ONCE YOU RECEIVE MY APPLICATION?

Step 1: We receive your application and supporting documents. If you've given us your mobile number, we'll send a confirmation text.



Step 2: We check your application and supporting documents. If anything is missing we'll let you know that we need more information. We can't continue to the next step until we have everything we need from you.



If all information is provided



Step 3: When you've given us all the information we need we'll assess your application.



Step 4: We send your application and supporting documents to the trustee for a final decision.



Step 5: We'll let you know the outcome either by text, email or letter.



Step 6: If your application is approved, we'll make payment to the bank account/s stated on your application form.

HAVE ANY QUESTIONS?



Call us:
0800 736 034



Email us:
service@anzinvestments.co.nz



Find alternative hardship resources at:
anz.co.nz/hardship

Bring this original application form and supporting documents in to any **ANZ Branch**. Alternatively, you can post them to **ANZ Investments, Freepost 324, PO Box 7149, Wellesley Street, Auckland, 1141**.

HOW TO AVOID DELAYS IN THE PROCESSING OF YOUR APPLICATION

- Complete this application form in full.
- Collect and send us all of the documents in the checklist below.

WHAT DO YOU NEED TO SEND US?

This completed application form and **all** of the documents in the checklist below. We need these documents to determine your current financial position. The more information we have, the better we'll be able to assess your individual circumstances.

If we need to ask you for further information, this will delay the processing of your application.

You must supply us with the following for you and any household members who contribute financially to the day-to-day running of your home (where applicable):

- | | |
|--|--|
| <input type="checkbox"/> Completed application form | <input type="checkbox"/> Proof of wages or salary: <ul style="list-style-type: none">– if you're employed, your last 2 payslips– if you've recently been made redundant, your redundancy letter and final payslip– if you're self-employed, your most recent summary of earnings. |
| <input type="checkbox"/> Original Statutory Declaration witnessed by any person who is authorised to take Statutory Declarations (section 9 of this form) | <input type="checkbox"/> Bank statements for the last 30 days for all accounts in your and your partner's name (individual, joint and business accounts) |
| <input type="checkbox"/> Certified ID and proof of address (section 8 of this form) | <input type="checkbox"/> Overdue bills (these must be less than 30 days old). We need to be able to see the outstanding balance and your regular minimum payments: <ul style="list-style-type: none">– utility bills– store cards– credit cards– personal loans– car loans– finance company loans– other overdue accounts. |
| <input type="checkbox"/> Evidence of your application for assistance, showing current entitlements or decline from: <ul style="list-style-type: none">– your bank/s– WINZ– Inland Revenue. | |
| <input type="checkbox"/> Living arrangements – confirmation of the amount you currently owe and any arrangements for future payments: <ul style="list-style-type: none">– if you're a homeowner, a letter from your mortgage provider– if you're renting or boarding, a tenancy agreement or a certified letter from your landlord or bank statements which show your regular accommodation payments– complete section 3 (only needed if the above two options are not available to you) | |

If applicable, you must also supply the following documents that apply to you and any household members who contribute financially to the day-to-day running of your home:

- Two quotes for a car valued between \$5,000 to \$10,000 and an explanation as to why the car is necessary.
- Two quotes from different companies for any necessary home modifications to meet special needs arising from a disability.
- A medical report and quote or invoice for any necessary medical expenses.

ARE YOU HAVING DIFFICULTY COMPLETING THIS FORM?

You can call us on 0800 736 034 or email service@anzinvestments.co.nz for assistance.

You can also visit <https://www.anz.co.nz/hardship> to find more information on hardship and resources to help you better understand and manage your financial position.

By completing this application form you consent to and authorise the release of, at any time, to the manager and/or supervisor, all personal information held by any person or organisation that the manager and/or supervisor considers appropriate for the purpose of checking information provided by you in support of your application.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

1. WHY ARE YOU APPLYING?

Please tick the box which applies to you.

- Unable to pay for minimum living expenses such as power, water, and food bills
- Unable to pay mortgage/rental/board payments
- Unable to pay to modify your home to meet special needs if you or a dependent family member is disabled
- Unable to pay for medical treatment if you or a dependent family member becomes ill, has an injury, or requires palliative care
- Incurred funeral costs as a dependent family member has died.

If you feel you are suffering (or likely to suffer) from significant financial hardship for any other reason, please explain your circumstances below:

2. YOUR HOUSEHOLD INFORMATION

About you:

First name/s																			
Last name																			
Date of birth	D D	M M	Y Y	Y Y															
ANZ customer (or investor) number																			
IRD number																			
Are you employed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No																	

Your contact details:

Home phone
Mobile phone
Email
Address

About your partner and/or dependants:

Name		
Age	Relationship to you	
Are they employed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Name		
Age	Relationship to you	
Are they employed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Name		
Age	Relationship to you	
Are they employed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Name		
Age	Relationship to you	
Are they employed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

3. YOUR LIVING ARRANGEMENTS

- I am able to provide evidence of my living arrangements e.g. mortgage documents, tenancy agreement, banks statements with clear regular electronic payments for accommodation – go to section 4 **OR**
- I have no formal agreement and I pay for my accommodations in cash – complete the rest of section 3 below before continuing.

Briefly explain your living situation:

Details of the person you pay rent/board to:

Full Name
Mobile
Email
Address of accommodation
1. The rent/board/accommodation amount is \$ per week
2. The outstanding rent/board arrears are \$ as at
3. The occupant pays \$ per week for expenses (e.g. food and/or utilities).

Signed	D D	M M	Y Y
Occupant			

If your rent/board is higher than market rent for your area, or the arrears in your rent/board exceeds \$1,000.00 or 1 months rent, the person collecting your rent/board will need to sign below.

Signed	D D	M M	Y Y
Landlord/Property Owner/Named Tenant			

If you need more room to explain your circumstances, or to add family members details please continue on a blank sheet and include this in your application. Any information missing from your application will cause delays.

Including your mobile phone number will enable us to text you updates on your application progress.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

4. IF APPROVED, WHERE WOULD YOU LIKE YOUR WITHDRAWAL AMOUNT TO BE PAID?

Please pay my withdrawal amount to my New Zealand bank account below:

Payment account

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bank	Branch number	Account number	Suffix

5. WHAT IS YOUR TOTAL WEEKLY HOUSEHOLD INCOME?

In this section you need to tell us about the money you and your household have coming in each week. The more information we have, the better we'll be able to assess your individual circumstances.

If we need to ask you for further information, this will delay the processing of your application.

You:

Salary/Wages	\$ <input type="text"/>
Commission	\$ <input type="text"/>
Self-employed income	\$ <input type="text"/>
Pension/Superannuation	\$ <input type="text"/>
Benefit	\$ <input type="text"/>
Child support	\$ <input type="text"/>
ACC	\$ <input type="text"/>
Rental/Board income	\$ <input type="text"/>
Interest/Dividends	\$ <input type="text"/>
Other	\$ <input type="text"/>
Total for you:	\$ <input type="text"/>

Your partner:

Salary/Wages	\$ <input type="text"/>
Commission	\$ <input type="text"/>
Self-employed income	\$ <input type="text"/>
Pension/Superannuation	\$ <input type="text"/>
Benefit	\$ <input type="text"/>
Child support	\$ <input type="text"/>
ACC	\$ <input type="text"/>
Rental/Board income	\$ <input type="text"/>
Interest/Dividends	\$ <input type="text"/>
Other	\$ <input type="text"/>
Total for your partner:	\$ <input type="text"/>

6. WHAT ASSETS/SAVINGS DO YOU HAVE?

In this section you need to tell us about the things you and your household own, and their current value.

You:

Family home	\$ <input type="text"/>
Investment property/Holiday home	\$ <input type="text"/>
Household contents (value)	\$ <input type="text"/>
Vehicles inc. boats	\$ <input type="text"/>
Bank accounts	\$ <input type="text"/>
Shares	\$ <input type="text"/>
Term deposits	\$ <input type="text"/>
Bonus bonds	\$ <input type="text"/>
Superannuation	\$ <input type="text"/>
Other	\$ <input type="text"/>
Life insurance policies*	\$ <input type="text"/>
Total for you:	\$ <input type="text"/>

Your partner:

Family home	\$ <input type="text"/>
Investment property/Holiday home	\$ <input type="text"/>
Household contents (value)	\$ <input type="text"/>
Vehicles inc. boats	\$ <input type="text"/>
Bank accounts	\$ <input type="text"/>
Shares	\$ <input type="text"/>
Term deposits	\$ <input type="text"/>
Bonus bonds	\$ <input type="text"/>
Superannuation	\$ <input type="text"/>
Other	\$ <input type="text"/>
Life insurance policies*	\$ <input type="text"/>
Total for your partner:	\$ <input type="text"/>

* Some older life insurance policies can be cashed in, and so are classified as assets. If you're unsure, check with your provider. Note: this doesn't apply to ANZ Insurance policies.

Remember to include evidence of your income, and bank statements for the last 30 days in your application. We'll also need to see that you've been to your bank, WINZ and Inland Revenue for assistance. Any information missing from your application will cause delays.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

7. WHAT IS YOUR HOUSEHOLD EXPENDITURE?

In this section you need to tell us about the money you and your household have going out each week, as well as the balance of any accounts you are paying and any arrears that you owe. The more information we have, the better we'll be able to assess your individual circumstances. You'll need to provide evidence of all of the items you list below. The evidence you provide must be less than 30 days old.

Balance: record the total amount owing on any accounts you are paying off over time (e.g. your mortgage, dental work, car repairs, etc.).

Paying per week: record how much you and your partner pay per week towards your expenses and debts.

Arrears: record any amount you owe that is overdue because of missed payments (e.g. overdue phone or power bills).

If we need to ask you for further information, this will delay the processing of your application.

	Balance	Paying per week	Arrears
Mortgage/rent/board	\$	\$	\$
Land rates	\$	\$	\$
Water bill	\$	\$	\$
Electricity bill	\$	\$	\$
Gas bill	\$	\$	\$
Home maintenance	\$	\$	\$
Phone bill	\$	\$	\$
Internet bill	\$	\$	\$
TV/Sky bill	\$	\$	\$
Food/groceries	\$	\$	\$
Doctor/dentist/optician	\$	\$	\$
Pharmacy/medication	\$	\$	\$
House/contents insurance	\$	\$	\$
Life insurance	\$	\$	\$
Medical insurance	\$	\$	\$
Vehicle/Boat insurance	\$	\$	\$
Petrol/road user charges	\$	\$	\$
Public transport	\$	\$	\$
Taxi fares	\$	\$	\$
Registration/WOF	\$	\$	\$
Car maintenance	\$	\$	\$
AA membership	\$	\$	\$
Children's education	\$	\$	\$
Children's clothing	\$	\$	\$
Child maintenance	\$	\$	\$
Child care	\$	\$	\$
Total	Balance \$	Weekly expenses \$	Arrears \$

Remember to include evidence of your household expenditure, living arrangements and evidence of your arrears with your application. Any information missing from your application will cause delays.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

8. WHAT DEBTS DO YOU HAVE (WHAT DO YOU OWE)?

In this section you need to tell us about the debts you and your household have, including the balance that you owe, how much you pay per week, and any arrears that you owe.

Balance: record the total amount owing on any accounts you are paying off over time (e.g. your credit card or personal loan).

Paying per week: record how much you and your partner pay per week towards your expenses and debts.

Arrears: record any amount you owe that is overdue because of missed payments (e.g. overdue credit card or loan payments).

	Provider	Balance	Paying per week	Arrears
Credit card	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Credit card	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Credit card	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Store card	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Store card	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Store card	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Personal loan	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Personal loan	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Personal loan	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Hire purchase	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Hire purchase	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Hire purchase	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Finance company	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Finance company	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Finance company	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Bank overdraft	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Bank overdraft	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Bank overdraft	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Other	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Other	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Other	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
		Balance	Weekly expenses	Arrears
	Total	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
		Balance	Weekly expenses	Arrears
	Combined Total (page 4 and 5)	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>

Remember to include evidence of your debts and any arrears with your application. Any information missing from your application will cause delays.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

9. IDENTIFICATION

As part of your application, you must provide certified copies of your ID and proof of address. All photocopied documents must be verified or certified by an authorised person, such as a Justice of the Peace, before sending them to us.

If we need to ask you for further information, this will delay the processing of your application.

Please provide us with either:

- a certified/verified copy of your current passport (page showing your name, date of birth, photograph and signature), **OR**
- a certified/verified copy of your current driver licence showing your name, signature and expiry date and a bank account statement issued **to you** by a registered bank (excluding ANZ), **OR**
- a certified/verified copy of your current firearms licence.

AND one of the following:

- a certified/verified copy of a bank statement issued to you by a registered bank (excluding ANZ) (which can't be more than six months old), **OR**
- a certified/verified copy of your utility bill (which can't be more than six months old), **OR**
- a certified/verified copy of an insurance policy document issued to you (which can't be more than six months old), **OR**
- a certified/verified copy of a Government agency document issued to you (which can't be more than six months old).

Who can certify your documents?

An ANZ staff member or an ANZ Investments approved financial adviser can verify your ID and proof of address. Alternatively, the following people can certify photocopies of original documents as true and correct copies in New Zealand:

- Notary Public
- Justice of the Peace
- Member of the Police
- New Zealand lawyer
- New Zealand Chartered Accountant
- A person who has legal authority to take statutory declarations (or equivalent) in New Zealand.

If you are overseas: a person who has the authority to take statutory declarations or equivalent in your country.

Please note that the certifier must be at least 16 years of age and cannot be:

- a person involved in the transaction requiring the certification
- related to you
- your spouse or partner
- a person who lives at the same address as you.

Here is an example of what your ID should look like when it's been certified correctly. Ensure the 'true likeness' wording is included.



See anz.co.nz/myid for a full list of acceptable documents and ways documents can be certified or verified. Alternatively, talk to an ANZ staff member or your financial adviser. Remember to include your certified/verified ID and proof of address with your application. Any information missing from your application will cause delays.

Please note that a KiwiSaver significant financial hardship withdrawal can take up to 15 working days to process once we have received all of the required documents. We will contact you to confirm the outcome of your application.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

10. STATUTORY DECLARATION

A Statutory Declaration is a written statement that allows a person to declare something to be true. You'll need to complete this page in front of an authorised person. You will make the declaration, and the person witnessing will take the declaration.

If we need to ask you for further information, this will delay the processing of your application.

Who can witness me making the declaration?

The following people can witness you making the declaration:

- Notary Public
- Justice of the Peace
- Person enrolled as a barrister and solicitor of the High Court
- Registrar or Deputy Registrar of the Supreme Court, High Court, a District Court or Court of Appeal
- Any other person authorised by law to take statutory declarations.

I (Full name of the person making the declaration)
of Address
 Postcode
and Occupation

do solemnly and sincerely declare that the information provided by me in this form is true and correct **AND I MAKE** this solemn declaration conscientiously believing the same to be true and by virtue of the Oaths and Declarations Act 1957.

Signature of the person **making** the declaration

Declared at this day of 20

Before me: (signature, occupation and address of the person in front of whom the declaration is made)

Full name
Address
 Postcode
Occupation
Signature of the person **taking** the declaration

INTERNAL USE - ANZ STAFF ONLY

I (staff full name) Branch Stamp

hereby verify that this is the original document.

Date 2 0

Signature

Staff job role

Branch name

Once completed – staff must scan this form and all required supporting documents in the checklist to service@anzinvestments.co.nz