

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

Send your original application form and supporting documents to: ANZ Investments, Freepost 324, PO Box 7149, Wellesley Street, Auckland, 1141, or drop them at any ANZ branch.

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. | |

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 at \$5,000 or less 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.

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	<input type="text"/>	<input type="text"/>	<input type="text"/>
ANZ customer (or investor) number	<input type="text"/>		
IRD number	<input type="text"/>	<input type="text"/>	<input type="text"/>
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. IF APPROVED, WHERE WOULD YOU LIKE YOUR WITHDRAWAL AMOUNT TO BE PAID?

To you:

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

To someone else (e.g. your landlord/electricity company):

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

Name			
Payment account			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bank	Branch number	Account number	Suffix
Name of bank account holder			
Payment reference code			
Amount \$			
Name			
Payment account			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bank	Branch number	Account number	Suffix
Name of bank account holder			
Payment reference code			
Amount \$			

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.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

4. 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	\$
Commission	\$
Self-employed income	\$
Pension/Superannuation	\$
Benefit	\$
Child support	\$
ACC	\$
Rental/Board income	\$
Interest/Dividends	\$
Other	\$
Total for you:	\$

Your partner:

Salary/Wages	\$
Commission	\$
Self-employed income	\$
Pension/Superannuation	\$
Benefit	\$
Child support	\$
ACC	\$
Rental/Board income	\$
Interest/Dividends	\$
Other	\$
Total for your partner:	\$

5. 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	\$
Investment property/Holiday home	\$
Household contents (value)	\$
Vehicles inc. boats	\$
Bank accounts	\$
Shares	\$
Term deposits	\$
Bonus bonds	\$
Superannuation	\$
Other	\$
Life insurance policies*	\$
Total for you:	\$

Your partner:

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

* 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

6. WHAT IS YOUR TOTAL WEEKLY HOUSEHOLD EXPENDITURE?

In this section you need to tell us about the money you and your household have going out each week. 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.

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

How much you and your partner pay each week for:

Mortgage/rent/board	\$	Credit card 1	\$
Land rates	\$	Credit card 2	\$
Water bill	\$	Credit card 3	\$
Electricity bill	\$	Store card 1	\$
Gas bill	\$	Store card 2	\$
Home maintenance	\$	Store card 3	\$
Phone bill	\$	Personal loan 1	\$
Internet bill	\$	Personal loan 2	\$
TV/Sky bill	\$	Personal loan 3	\$
Food/groceries	\$	Hire purchase payment 1	\$
Doctor/dentist/optician	\$	Hire purchase payment 2	\$
Pharmacy/medication	\$	Hire purchase payment 3	\$
House/contents insurance	\$	Finance company 1	\$
Life insurance	\$	Finance company 2	\$
Medical insurance	\$	Finance company 3	\$
Vehicle/Boat insurance	\$	Bank overdraft 1	\$
Petrol/road user charges	\$	Bank overdraft 2	\$
Public transport	\$	Bank overdraft 3	\$
Taxi fares	\$	Other 1	\$
Registration/WOF	\$	Other 2	\$
Car maintenance	\$	Other 3	\$
AA membership	\$	Total going out	\$
Children's education	\$		
Children's clothing	\$		
Child maintenance	\$		
Child care	\$		

Remember to include evidence of your household expenditure with your application. Any information missing from your application will cause delays.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

7. 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.

How much you and your partner owe in total for:

Mortgage/rent/board	\$	Credit card 1	\$
Land rates	\$	Credit card 2	\$
Water bill	\$	Credit card 3	\$
Electricity bill	\$	Store card 1	\$
Gas bill	\$	Store card 2	\$
Home maintenance	\$	Store card 3	\$
Phone bill	\$	Personal loan 1	\$
Internet bill	\$	Personal loan 2	\$
TV/Sky bill	\$	Personal loan 3	\$
Food/groceries	\$	Hire purchase payment 1	\$
Doctor/dentist/optician	\$	Hire purchase payment 2	\$
Pharmacy/medication	\$	Hire purchase payment 3	\$
House/contents insurance	\$	Finance company 1	\$
Life insurance	\$	Finance company 2	\$
Medical insurance	\$	Finance company 3	\$
Vehicle/Boat insurance	\$	Bank overdraft 1	\$
Petrol/road user charges	\$	Bank overdraft 2	\$
Car maintenance	\$	Bank overdraft 3	\$
AA membership	\$	Other 1	\$
Children's education	\$	Other 2	\$
Children's clothing	\$	Other 3	\$
Child maintenance	\$	Total debt	\$
Child care	\$		

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

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

8. 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 New Zealand registered bank, or
- a certified/verified copy of your current firearms licence.

AND one of the following:

- a certified/verified copy of your bank statement (not older than 30 days old), or
- a certified/verified copy of your power bill (not older than 30 days old), or
- a certified/verified copy of your home phone bill (not older than 30 days old), or
- a certified/verified copy of your Inland Revenue statement (not older than 30 days old).

Who can certify your documents?

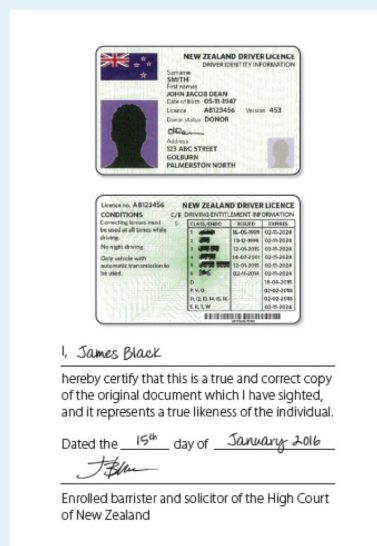
The following people can certify photocopies of original documents as true and correct copies:

- 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.

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.



Remember to include your certified/verified ID and proof of address with your application. Any information missing from your application will cause delays.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

9. 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)

hereby verify that this is the original document.

Dated the

Signed

Staff job role

Branch name

Branch Stamp