



# PSSap: Withdrawing your super

## Important information about this form

### What this form is for

- Use this form to withdraw part or all of your benefit or transfer it to another super fund.
- For more information refer to the [Withdrawing your super](#) factsheet and the [PSSap Product Disclosure Statement \(PDS\)](#).

### What you need to know

- To apply for an early release payment under financial hardship or specified compassionate grounds, do not use this form, go to [csc.gov.au](http://csc.gov.au) and complete the [Early access to superannuation benefit](#) form.
- If you are seeking a withdrawal due to permanent disability or permanent incapacity, it will be taken as an application by you, the customer, for an Invalidity Retirement Certificate (IRC) to be issued.
- Please note that if you have an **unrestricted non-preserved component**, you can withdraw this without meeting a condition of release.
- Proportioning rules require your **taxable and tax-free components** to be spread in equal proportions across your benefit payment.
- You can check your Benefit Estimate (including whether you have an unrestricted non-preserved component) through the [CSC Navigator](#) available at [csc.gov.au](http://csc.gov.au)
- You should fully consider the fees and other costs that may apply before taking action. More information on fees and other costs related to your PSSap account is available in the [PSSap PDS](#) at [csc.gov.au](http://csc.gov.au)
- Any insurance cover you hold through lifePLUS cover will stop if you withdraw all of your PSSap benefit, or transfer all of your benefit to another super fund. More information on lifePLUS cover is available in the [Insurance and your PSSap Super](#) booklet at [csc.gov.au](http://csc.gov.au)
- If you withdraw all of your PSSap benefit resulting in your account being closed, and you are within the period of receiving Income Protection payments, you will need to let the insurer know your new superannuation fund and account number to ensure you continue to receive the superannuation contribution component.
- If you need assistance, please call us on **1300 725 171**.

### How to use this form

Please use CAPITAL LETTERS and a black or blue pen.

Mark boxes like this  with a cross (X) then fill out the next question or section.

### Submitting your form

If you wish to make a cash withdrawal from your PSSap account, or you haven't provided a valid TFN, you'll also need to provide identification as part of the withdrawal process (Section E). If you are transferring your PSSap benefit to another Super Fund (other than an SMSF) and you've provided a valid TFN, you don't need to provide identification.

If you wish to verify your identification electronically, please email this form and a copy of one of the listed ID requirements in **Section E** to: [formsandapplications.pssap@contact.csc.gov.au](mailto:formsandapplications.pssap@contact.csc.gov.au)

or

If you do not wish to verify your identification electronically, please send your completed form and your **certified proof of identity documents** to:

**PSSap**  
GPO Box 2252,  
Canberra ACT 2601

### Privacy

We're committed to protecting your privacy. We collect your personal information for the purposes of providing superannuation services to you, improving our products and to keep you informed. We will only share your personal information where necessary for providing superannuation services to you. This may include disclosing your personal information to our scheme administrator, service providers or government or regulatory bodies. Your personal information may be accessed overseas by our service providers. Please see our privacy policy for full details. Your personal information will not be otherwise used or disclosed unless required or permitted under law. A full copy of our privacy policy as well as the privacy complaint process is available at [csc.gov.au/privacy](http://csc.gov.au/privacy)



Public Sector  
Superannuation  
accumulation plan

Any financial product advice in this document is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation or needs. You may wish to consult a licensed financial adviser. You should obtain a copy of the PSSap Product Disclosure Statement (PDS) and consider its contents before making any decision regarding your super.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397 | Trustee of the Public Sector Superannuation accumulation plan (PSSap) ABN: 65 127 917 725 RSE: R1004601



# PSSap: Withdrawing your super

## A Provide your personal details

PSSap membership no.

Title  Mr  Mrs  Ms  Miss  Other

Surname

Given name(s)

Date of birth  /  /

Residential address

Suburb  State  Postcode

My postal address is the same of my residential address.  You dont need to fill in the postal address section.

Postal address

Suburb  State  Postcode

Phone

Email

Tax File Number (TFN)

I have already provided my TFN to PSSap. You can check this by logging into the [CSC Navigator](#) or under the **Your details** section of your **Member Statement**.

PSSap is authorised to collect and validate your Tax File Number (TFN) under the *Superannuation Industry (Supervision) Act 1993*. To improve the electronic transfer of funds between superannuation providers, PSSap is required to validate your TFN with the Australian Taxation Office (ATO). In the event that your TFN cannot be validated, or you do not wish to provide your TFN, you will be required to provide identification in accordance with **Section E**.



Any financial product advice in this document is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation or needs. You may wish to consult a licensed financial adviser. You should obtain a copy of the PSSap Product Disclosure Statement (PDS) and consider its contents before making any decision regarding your super.

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**PARTIAL WITHDRAWALS ONLY: Investment option drawdown (if in two or more options)**

Section does not need to be completed for a full withdrawal. Complete this section to indicate from which investment option or mix of options your partial withdrawal amount will be paid from. You should only complete this part if you wish to make a partial withdrawal and your PSSap account balance is currently invested in two or more investment options.

Cash	\$	<input type="text"/>	.	<input type="text"/>	<input type="text"/>
Income Focused (default option)	\$	<input type="text"/>	.	<input type="text"/>	<input type="text"/>
Balanced	\$	<input type="text"/>	.	<input type="text"/>	<input type="text"/>
Aggressive	\$	<input type="text"/>	.	<input type="text"/>	<input type="text"/>
<b>Total</b>	\$	<input type="text"/>	.	<input type="text"/>	<input type="text"/>

**Note:** Ensure your total amount is the same as the lump sum withdrawal amount you listed above.

## D Transfer your super

**Note:** This form cannot be used to transfer to a SMSF. For a SMSF transfer please use the [Transfer to a self-managed super fund](#) form.

Name of the super fund you want to transfer your benefit to

Please provide the name exactly as per your last statement or contact the fund for the correct details.

Australian Business Number (ABN) of fund

Your Member Client Identifier at the fund

USI (Unique Superannuation Identifier) of fund

**Important:** This transfer cannot be processed without the USI.

To transfer your benefit to more than one fund, please provide the details of the other fund(s) on a separate sheet of paper.

**If you did not previously provide your TFN or have not provided it in Section A, or if your TFN cannot be validated with the ATO, you will need to provide identification documentation in accordance with Section E for your transfer to proceed.**

If you withdraw all of your PSSap benefit resulting in the account being closed, and you are within the period of receiving Income Protection payments, you will need to let the insurer know your new superannuation fund and account number to ensure you continue to receive the superannuation contribution component.

**PARTIAL WITHDRAWALS ONLY: Investment option drawdown (if in two or more options)**

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Cash	\$	<input type="text"/>	.	<input type="text"/>	<input type="text"/>
Income Focused (default option)	\$	<input type="text"/>	.	<input type="text"/>	<input type="text"/>
Balanced	\$	<input type="text"/>	.	<input type="text"/>	<input type="text"/>
Aggressive	\$	<input type="text"/>	.	<input type="text"/>	<input type="text"/>
<b>Total</b>	\$	<input type="text"/>	.	<input type="text"/>	<input type="text"/>

**Note:** Ensure your total amount is the same as the lump sum withdrawal amount you listed above.

# E Identification requirements

To confirm your identity, we require some information from you—this is to protect your benefit against fraud, money laundering and terrorism financing, under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

## Verifying your documents

Identifying documents may be verified through the Document Verification Service (DVS). DVS is a national online system that allows approved government agencies and organisations to compare a member's identifying information with a government record. It is not a database and does not store any personal information. Requests to verify a document are encrypted and sent via a secure communications pathway to the document issuing authority for checking.

Further information about the DVS, and the operation and management of the DVS Hub, is available from **IDMatch** at [www.idmatch.gov.au/](http://www.idmatch.gov.au/) and the **Attorney-General's Department** at [www.ag.gov.au/](http://www.ag.gov.au/).

If you don't provide authorisation to have documents verified electronically or your documents are incompatible with DVS, you will need to provide certified copies of required documents.\* Please also refer to the section Certifying your documents.

\* DVS is only compatible with some identification documents, these have been listed below.

An electronic copy of your identification documents will be stored in a secure environment and hard copies will be securely stored off-site. All copies will only be used for the purpose of confirming your identity. You need to send in identification with every application.

## Certifying your documents

If you're providing certified documents, the certifying authority must confirm in writing that any copies are true copies of the original.

**Important:** The certification must include the name, signature, qualification and registration number of the certifying authority (if applicable), and the date of the certification. Note: we require a copy of both sides of your identification document. If your certified copy is a physical document, it must be sent by post. We cannot accept a photo or scan of a certified copy.

The following sample of certifying authorities can certify your documents in Australia:

- Dentist
- Employee of a Commonwealth authority engaged on a permanent basis with five or more years of continuous service who is not specified elsewhere in this document
- Financial Adviser or Financial Planner
- Justice of the Peace (JP)
- Legal Practitioner
- Medical Practitioner
- Member of the Australian Defence Force who is:
  - an Officer; or
  - a Non-Commissioned Officer within the meaning of the Defence Force Discipline Act 1982 with five or more years of continuous service; or
  - a Warrant Officer within the meaning of that Act.
- Notary Public
- Nurse
- Occupational therapist
- Physiotherapist
- Psychologist.

For a full list of certifying authorities refer to **Schedule 1** of the *Statutory Declarations Regulations 2023* available at [www.legislation.gov.au/F2023L01753/](http://www.legislation.gov.au/F2023L01753/)

## Meeting the identification requirements

You only need to provide **one** document from the **Primary photographic identification** category.

If you can't provide any **Primary photographic identification** you will need to provide **one** secondary identification document from List A **AND one** secondary identification document from List B. We can only accept documents that are listed below for identification purposes.

If the name we hold on file for you is different to the name on your identification, or two pieces of identification are in different names, please provide a certified copy of your **Marriage** or **Change of Name certification**.

If you would like us to use DVS to verify your identification, please check both boxes below.

- I confirm that I am authorised to provide the personal details presented and I consent to the information being checked with the document issuer or official record holder via third party systems for the purposes of confirming my identity.
- I have attached identification for DVS verification.

You must provide a copy\* of one of the following:

### Primary photographic identification

DVS compatibility\* is shown as  or 

-  A current Australian Driver's Licence (front and back of licence must be provided).
-  A current Australian Passport (or one which has expired within the last two years).
-  A current Australian Proof of Age card (issued under a State or Territory law).

\* If your documents are incompatible with DVS, don't forget to provide certified copies.

 Continued on next page

## Secondary identification requirements

Only provide these documents if you're unable to provide **one** of the **Primary photographic identification** documents.

List A	List B
<p> Your Australian Birth Certificate or extract issued by a State or Territory.</p> <p><b>Please note:</b> Birth Certificate extracts and Birth Certificates issued before 1970 may not be verified by DVS.</p>	<p> Your notice issued by the Australian Taxation Office (ATO) within the last 12 months that shows your name, current residential address, and records an amount payable either to or from the ATO.</p>
<p> Your Citizenship Certificate issued by the Commonwealth.</p>	<p> Your notice issued by a local council or utilities provider in the last three months showing the provision of services and current residential address. <b>Example:</b> rates notice, electricity or water bill.</p>
<p> Your current Pensioner Concession Card issued by the Department of Human Services.</p>	<p> Your notice issued by the Commonwealth or a State or Territory government within the last 12 months showing your name and current residential address, and the provision of a financial benefit. <b>Example:</b> a Centrelink letter.</p>

### Members residing overseas

If you live overseas and need to have documents certified, it needs to be done by a person in that foreign country who is authorised by law in that jurisdiction to administer oaths or affirmations or to authenticate documents. For more information refer to [ag.gov.au](http://ag.gov.au) and [dfat.gov.au](http://dfat.gov.au). Documents provided in a foreign language must be accompanied by a certified translation completed by an accredited translator.

Persons residing overseas, foreign residents or anyone wishing to receive payments into an foreign bank account, please contact us to confirm this option and the necessary documentation requirements.

**\*Don't send original documents.**

## F Declare and sign this form

I declare that:

- the information I have provided on this form is true and correct;
- I have read the **PSSap PDS**, and this application is made subject to the terms and conditions of that information;
- I have provided certified proof of identity documents (if applicable) to prove my identity;
- I acknowledge that if I am retiring due to permanent disability or permanent invalidity, it will be taken to be an application for an Invalidity Retirement Certificate (IRC) to be issued.

 Sign

Signature

Date signed

D	D	/	M	M	/	Y	Y	Y	Y

### You have now completed this form.

If you wish to use DVS, please email your application and a copy of one of the listed ID requirements in **Section E** to: [formsandapplications.pssap@contact.csc.gov.au](mailto:formsandapplications.pssap@contact.csc.gov.au)

or

If you do not wish to use DVS, please send your completed form and your certified proof of identity documents to:

**PSSap**  
GPO Box 2252,  
Canberra ACT 2601

**Note:** If your documents are incompatible with DVS you must submit certified copies with your application via post.

## For more information visit [csc.gov.au](http://csc.gov.au)

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