

QuayStreet KiwiSaver Scheme

Withdrawal Request - Significant Financial Hardship

WHERE TO SEND YOUR COMPLETED WITHDRAWAL FORM

Please either email your completed form to the email address below, or post it to:

Customer Services Team
PO Box 105262
Auckland 1143
Phone: 0800 782 900
email: info@quaystreet.com

You can apply for a withdrawal if you feel you are likely to suffer significant financial hardship and have exhausted all other reasonable alternative sources of funds.

Significant financial hardship includes significant financial difficulties that arise when you are:

- > Unable to meet minimum living expenses*, or
- > Unable to meet mortgage repayments on your family residence, resulting in the mortgagee seeking to enforce the mortgage; or
- > Unable to pay to modify your home to meet special needs if you or a dependent family member is disabled; or
- > Unable to pay for medical treatment for an illness, injury, or palliative care for you or a dependent family member; or
- > Unable to pay funeral costs for a dependent family member.
- > Suffering from a serious illness (Please complete the Serious Illness Application Form).

***Minimum living expenses generally include:**

- > Basic food and groceries
- > Utility bills (power, water, phone)
- > Mortgage/rent/board payments
- > Basic transport costs
- > Basic clothing
- > Expenses for any financial dependents

Application process

- > Once we receive your application and supporting documentation we will check them and if anything is missing we will let you know (we can't continue until we have everything we need from you).
- > If everything has been provided we will review your application and then send it to the Scheme supervisor who will make the final decision.
- > We should be able to advise you of the outcome within 15 business days, however the supervisor does have the right to request additional information which may cause delays.
- > If your application is approved we will make a payment to the bank account stated on your application form.

While you can apply to withdraw all your KiwiSaver Funds (excluding any Government Contributions), if your application is approved you will receive an amount that, in the Supervisor's opinion, is required to relieve your hardship. Generally this will cover any shortfall of your minimum living expenses for three months, plus an amount to pay any approved overdue bills or arrears.

Form Checklist



Please check that you have provided the following:

- ☐ The original of this form with all sections completed, including the Statutory Declaration witnessed by a person who is authorised to take a Statutory Declaration
- ☐ Evidence of your application for any alternative funding, showing your current entitlements or decline from:
 - > Your bank/s
 - > WINZ
 - > Inland Revenue
- ☐ Proof of wages or salary:
 - > If you are employed, copies of your payslips for the last three months
 - > If you have recently been made redundant, your redundancy letter and final payslip
 - > If you are self-employed, your most recent summary of earnings or a statement from your accountant outlining drawings from the business for the last 3 months
- ☐ Bank and credit card statements for all accounts in your and your partner's name (individual, joint and business accounts) for the last three months
- ☐ Proof of mortgage/rent:
 - > A copy of your most recent home loan statement showing the frequency and amount of the payments
 - > A copy of your Tenancy Agreement and proof of rent being paid (needs to be identifiable as rent on your bank statement)
 - > If you are boarding or flatting, you will need to contact us at clientservices@quaystreet.com and request a Living Arrangement Form
- ☐ Overdue bills (these must be less than 30 days old and we need to be able to see the outstanding balance and your regular minimum payments):
 - > Utility bills
 - > Credit cards
 - > Car loans
 - > Personal loans
 - > Finance company loans
 - > Store cards
 - > Other overdue accounts
- ☐ Quotes:
 - > For car repairs
 - > For rental properties if you unexpectedly need to vacate your property or relocate for employment opportunities
- ☐ Funeral costs:
 - > Death Certificate or medical note from doctor confirming death
 - > Burial costs and other related funeral expenses
- ☐ Modifying your family home:
 - > Quote for repairs or a quote to modify your home to cater for your disablement or that of a dependent

A

Your Details

Scheme Account Number

Title *please select one*

☐

Mr

☐

Mrs

☐

Miss

☐

Ms

☐

Dr

☐

Other

Full Name *first, middle and last name*

Mailing Address

Post code

☐

Contact Phone

☐

Email

Date of Birth

IRD Number

B

Withdrawal Request

☐

Full withdrawal

☐

Partial withdrawal* *state amount required*

\$

* Funds will be deducted proportionally from all holdings unless otherwise specified

C

Payment Details

☐

Direct to my bank account

Payment will only be made to a bank account in your name (held individually or jointly).

Name of bank

Name of account

Account details

BANK

BRANCH

ACCOUNT NUMBER

SUFFIX

Please provide a bank account statement, a verification letter or other document of confirmation provided by your bank or a printed version of your bank account details from your online banking.



DOCUMENT
REQUIRED

PLEASE NOTE:

If your financial hardship is due to reduced income, it may be appropriate to take a Savings Suspension until your income improves. For more information on Savings Suspension see kiwisaver.govt.nz or speak to your adviser.



Significant Financial Hardship

Evidence

The Supervisor will require evidence of your financial difficulties. You will need to present a case that supports your view that you are experiencing significant financial hardship and provide evidence that your financial problems cannot be solved by other means.

Alternate Funding

Please provide full details and evidence of the alternative sources of funding you have explored and how much they will provide.

- > Have you asked your bank for help?
- > Have you asked Work and Income New Zealand (WINZ) for assistance?

Financial Position

Please outline your financial position and the reason you are applying for financial hardship withdrawal.

Do you have any dependants

☐ Yes ☐ No

If you have answered 'Yes' please advise how many and their ages.

Do you have a partner?

☐ Yes ☐ No

If you have answered 'Yes' please provide bank account and credit card statements for the last 3 months for any accounts held in their name.



Have you made a claim for Significant Financial Hardship from a KiwiSaver scheme provider in the last 12 months?

☐ Yes ☐ No

If 'Yes' was the claim paid?

☐ Yes ☐ No

If you have answered 'Yes' please attach confirmation that you have obtained advice from a budget adviser.



Have you been declared bankrupt?

☐ Yes ☐ No

If you have answered 'Yes', please contact us on **0800 782 900**

If you would like budgeting advice, please visit the website sorted.org.nz or call the New Zealand Federation of Family Budgeting Services on **0508 283 438** or visit the website familybudgeting.org.nz

Statement of Assets and Liabilities

ASSETS *you need to tell us about the things you and your household own and their current value*

Property

Residential property

Valuation Date

Value \$

Other property

including rental or other beneficial interest

Valuation Date

Value \$

Vehicles

eg car, boat, caravan

please include registration number

Model & year

Value \$

Model & year

Value \$

Model & year

Value \$

Accounts

Bank accounts

| | | | | | | | | | | | | | | | | |

Balance \$

BANK

BRANCH

ACCOUNT NUMBER

SUFFIX

| | | | | | | | | | | | | | | | | |

Balance \$

BANK

BRANCH

ACCOUNT NUMBER

SUFFIX

| | | | | | | | | | | | | | | | | |

Balance \$

BANK

BRANCH

ACCOUNT NUMBER

SUFFIX

Other accounts

eg credit union, building society

Account type

Balance \$

Other assets

Household goods

Value \$

Life insurance/

superannuation policies

Company

Surrender Value

\$

Company

Surrender Value

\$

Company

Surrender Value

\$

Money owed to you

By

Value \$

Other assets

Shares

Value \$

Debentures

Value \$

Other

eg bonus bonds, loans, personal

belongings, beneficial interest in a Trust

Value \$

Total assets (A)

\$

LIABILITIES/DEBTS you need to tell us about the debts you and your household have

Mortgages, Loans and bank accounts

Mortgages

Bank/institution	Value \$
------------------	----------

Bank/institution	Value \$
------------------	----------

Loans

Bank/institution	Value \$
------------------	----------

Bank/institution	Value \$
------------------	----------

Bank overdraft

Bank/institution	Limit \$
------------------	----------

Bank/institution	Limit \$
------------------	----------

Credit cards / Store cards

Credit cards

Type	Limit \$
------	----------

Type	Limit \$
------	----------

Other debt

Hire purchases

Item	Balance to pay \$
------	-------------------

Finish Date	
	D D M M Y Y Y Y
Date purchased	D D M M Y Y Y Y

Item	Balance to pay \$
------	-------------------

Finish Date	
	D D M M Y Y Y Y
Date purchased	D D M M Y Y Y Y

Trade accounts

Account name	Value \$
--------------	----------

Account name	Value \$
--------------	----------

Account name	Value \$
--------------	----------

Other debts

*eg with Dept for Courts,
Dept of Work and Income*

Name of debt	Value \$
--------------	----------

Name of debt	Value \$
--------------	----------

Total liabilities (B)

\$

F Statement of Income and Expenditure

INCOME

Enter all sources of income after tax including details of your spouse or partners income.

To convert monthly income to weekly income, multiply by 12 and divide by 52 weeks and put this figure in the weekly column.

Weekly income *after tax*

Employment

	Monthly	Weekly
Salary/wages/pension/drawings	\$	\$
Part-time work	\$	\$
Spouse or partner's income	\$	\$
Self-employed income	\$	\$

Other income

Child support received	\$	\$
Working for Families Tax Credits*	\$	\$
Department of Work and Income benefit/ superannuation	\$	\$
Rent/board received	\$	\$
Interest/dividends	\$	\$
Other <i>specify</i>	\$	\$

Total weekly income (C)

\$

EXPENSES

Enter all expenses, including details of spouse or partner's expenses.

Attach certified copies of payment demands for accounts that are in arrears.



Weekly payments

Living costs

	Weekly
Food/groceries	\$
Rent/board/mortgage	\$

Other costs

Bus/train/petrol	\$
Childcare/school expenses	\$
Child maintenance payments	\$
Other <i>specify</i>	\$

Total weekly payments (D)

\$

**Previously known as family assistance*

Monthly payments

To convert monthly payments to weekly payments, multiply by 12 and divide by 52 and put this figure in the weekly column

General costs

	Monthly	Weekly
Gas/electricity	\$	\$
Telephone/mobile	\$	\$
Clothing	\$	\$
Hire purchase payments	\$	\$
Credit cards	\$	\$
Other <i>specify</i>	\$	\$
Total monthly payments (E)		\$

Annual payments

To convert annual payments to weekly payments, divide by 52 and put this figure in the weekly column

General costs

	Monthly	Weekly
Vehicle insurance <i>eg car, boat, caravan</i>	\$	\$
Vehicle registration/warrant	\$	\$
House and contents insurance	\$	\$
Rates	\$	\$
Medical insurance/expenses	\$	\$
Life insurance/superannuation	\$	\$
Other <i>specify</i>	\$	\$
Total annual payments (F)		\$

Office use only Calculation:

Income (Box C) less expenses (Box D + Box E + Box F)

Balance \$

G

Statutory Declaration

This section must be completed and signed in front of a Justice of the Peace, Solicitor, Notary Public, or a person authorised to take a statutory declaration such as a Registrar or Deputy Registrar of the High Court or of any District Court or a member of Parliament.

I, *full name*

of, *address*

Occupation

Solemnly and sincerely declare that:

1. All information provided in this form is complete, true and accurate.
2. I am not an undischarged bankrupt or incapable of managing my financial affairs and that I am properly entitled to any payment made pursuant to the Withdrawal Application and that no other person has any claim against it.
3. I understand this withdrawal and any subsequent withdrawals are, subject to the Manager and/or Supervisor being satisfied I am eligible and that a withdrawal fee may be charged.
4. I indemnify the Supervisor, the Manager and any of their related companies against all claims, actions, demands, proceedings, costs or expenses, damages or liability in respect of my KiwiSaver account and any withdrawal application.
5. My QuayStreet KiwiSaver Scheme does not contain any funds that were transferred either directly or indirectly (including via another New Zealand Superannuation or KiwiSaver Scheme) from a UK registered pension scheme.
6. I understand that the information supplied in this withdrawal request will be used to process my redemption and will be held by Smartshares Limited (and any companies in its group). I consent to my personal information being disclosed to my Investment Adviser, and administrator, auditor, tax adviser, the supervisor, custodian, adviser or agent, and the IRD or third parties as required to process my redemption or in accordance with the law. I understand that I may request to see, and if necessary, request the correction of my personal information.
7. I understand that my withdrawal value will be based on the unit/share price on the day my request is processed and may fluctuate.

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

Signature

Declared at *location*

On | D | D | M | M | Y | Y | Y | Y |

Before me please print your name and occupation, being a person authorised to take a statutory declaration under the Oaths and Declarations Act 1957

Name

Occupation

Signature

Date | D | D | M | M | Y | Y | Y | Y |

POWER OF ATTORNEY

If this form is signed under Power of Attorney, please contact Smartshares Limited before you sign it. We will send you the appropriate Certificate of Non-Revocation of Power of Attorney that must be signed by you when you sign the Withdrawal Request form.



Identity and Address Verification Form

To meet the requirements under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009, we must verify your identity and residential address. We have 2 options available, please select one of the options below

Option 1: Electronic Identity And Address Verification

Please tick the box below to give us your consent to electronically verify your details. You will receive a link from noreply@cloudcheck.co.nz on the device you are using to do this. Please follow the prompts to have your photo taken. The photo helps us verify the identity of the person presenting the documents.

- ☐ I would like to verify my identity and address electronically.
I authorise Smartshares Limited, as Manager of the QuayStreet KiwiSaver Scheme, to undertake this.

You must have a valid NZ or Australian passport or driver's licence to complete electronic verification.

If we are unable to successfully identify you through electronic verification, you will need to provide us with the documents as per Option 2 (on the following page).

Option 2: Certified Identity & Address Documents

If you select this option, you will need to provide us with certified copies of your ID documents and address proof as listed below. These documents must be posted to Customer Services Team, PO Box 105262, Auckland 1143.

A certified copy is a photocopy of an original document, on which an authorised person has written: "I certify this to be a true copy of the original document" or words to that effect (adding in the case of an identification document the words "and that it represents the identity of [full name]"); and – added their name and occupation, the date, their signature, their registration number (or equivalent) and their contact phone number.

The certifier cannot be someone who is related to you, is your spouse or partner, or lives at the same address. Certification must have been completed no more than 3 months prior to this application.

Your identity documents must be certified by one of the following (only if in NZ):

- Justice of the peace
- Registrar/Deputy Registrar
- Registered lawyer
- Notary Public
- Chartered accountant
- Registered doctor
- Kaumatua

Please contact us if you are having documents certified overseas so we can advise who can certify your documents. This list will differ from above.

Identification *(please tick one option)*

Option 1

- ☐ One document from this section
- ☐ NZ Passport (identity page) ☐ Overseas Passport (identity page)
- ☐ NZ firearms licence ☐ NZ certificate of identity

Option 2

- ☐ NZ driver's licence PLUS one of the documents from this section
- ☐ SuperGold card ☐ NZ full birth certificate OR Birth certificate issued by foreign government
- ☐ NZ citizenship certificate OR Citizenship certificate issued by foreign government ☐ Bank statement or IRD letter issued in your name in the last 6 months

Option 3

☐ **Kiwi Access (formally 18+) Card PLUS one of the documents from this section**

- ☐ NZ full birth certificate OR Birth certificate issued by foreign government
- ☐ NZ citizenship certificate OR Citizenship certificate issued by foreign government

Address

Please supply a certified copy of one of the following as proof of address. The document you provide must be addressed to you showing the residential address you have declared in this application and be dated within the last 12 months:

- ☐ Letter of invoice from utility company
- ☐ Bank statement
- ☐ Letter from government agency e.g., Inland Revenue, Waka Kotahi, rates bill, etc