

How to claim super once you leave Australia

For eligible temporary residents

October 2023

Eligible temporary residents who have earned super while working in Australia can claim payment of their super after they leave Australia.

Criteria to claim your super

To claim your super from Prime Super you must have:

- accumulated superannuation while working in Australia on an eligible temporary resident visa, including;
 - > subclasses 417 (Working Holiday),
 - > 462 (Work and Holiday), and
 - > related bridging visas.
- a visa ceased to be in effect (expired or cancelled), or
- left Australia and do not hold any other active Australian visa.

You still need to have a valid Australian bank account otherwise we will distribute a cheque. You must also provide a copy of a statement or document from your Australian bank account showing:

- Your name
- Your BSB number
- Your bank account number

For amounts over \$5,000 Certified ID is required.

You're unable to claim if you're:

- a permanent resident of Australia; or
- a citizen of New Zealand

* Fees may apply to paper applications.

How much tax will you pay?

Prime Super is required to deduct tax before your super is paid to you. The table below details the rates you'll be taxed:

What could this include?	Tax deducted (%)
Taxed component	
For example, Employer contributions, salary sacrifice and Investment returns.	35% (on already-taxed super) if you're not on a Working Holiday Makers visa
	45% (on super that hasn't already been taxed) if you're not on a Working Holiday Makers visa; or
	65% (on already taxed and untaxed super) if you've received super contributions while on a Working Holiday Makers visa
Tax-free component	
For example, contributions you've made to your super after tax.	0% tax will be deducted from money you contributed to your super from your after tax earnings

How to claim your super

To ensure that your payment is processed on time, make sure that your temporary visa has expired or has been cancelled and you have provided us with your Australian bank details.

Step 1: Make sure your Prime Super account is still open

Log in online at member.primesuper.com.au

Call us on 1800 675 839

Email us at administration@primesuper.com.au

Step 2: Submit your application online to claim your super

To get started, simply head to ato.gov.au/departaustralia. Once the application is complete, we will process your payment within 28 days via your choice of Electronic Funds Transfer (EFT) to an Australian bank account (which needs to be in your name) or by cheque.

You can authorise someone else to apply for your DASP, such as an accountant or registered tax agent. For more information, head to ato.gov.au.

call 1800 675 839

visit primesuper.com.au

email administration@primesuper.com.au

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Prime Super

Unclaimed Superannuation

Unclaimed super will be transferred to the ATO.

You can still apply and claim your super from the ATO. If you have returned to Australia as a permanent resident and have met the criteria to claim your super, you may apply to**:

- transfer the money to an Australian super fund or
- for it to be paid directly to you.

To request payment, simply complete the Application for payment of ATO-held superannuation money (NAT 74880) Visit ato.gov.au to get started.

** The payment will be considered as a DASP and the appropriate tax rate will be applied.

Help is at hand

Accessing your benefits	1800 675 839 for the cost of a local call (within Australia) or +61 3 9067 2233 (overseas) – available from 8am to 8pm (AEST/AEDT Monday to Friday).
Certification of Immigration Status	Visit homeaffairs.gov.au or email GCN.admin@homeaffairs.gov.au
Claiming your super money	For more information from the ATO, call 13 10 20 (within Australia) or +61 2 6216 1111 (overseas). You can also visit the ATO website ato.gov.au
English isn't your first language?	Call us on 1800 675 839 and request to use our translation service. For international calls, please call +61 3 9067 2233. This service is provided to you at no extra cost.

Certifying your documents

A certified copy, is a copy of an original document (often a photocopy) that has been endorsed or certified as a true copy by a person who is authorised to do so – a list of authorised certifiers can be found to the right.

How to certify your identification

Make copies of your identification before going to get it authorised, your authoriser usually won't do this for you. A couple of things to remember:

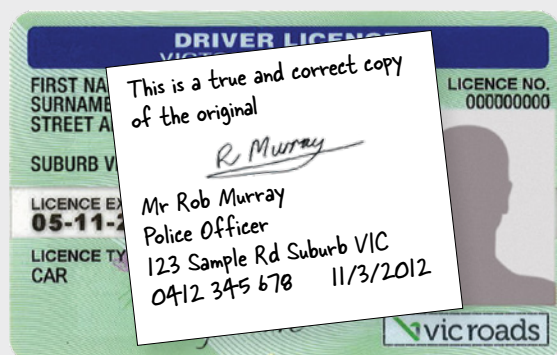
- If your identification is double-sided, make sure you copy both sides (for example, drivers licence).
- Make sure you check that your identification is current or valid.

Finally, see the list of people who are authorised to certify your documents.

Take your documents to get certified

The person authorising will compare your original identification against the copies and certify them.

Example:



Who can certify your documents?

If you're outside Australia, the following people are authorised to certify your documents:

- notary publics
- staff at your nearest Australian
 - > embassy
 - > high commission
 - > consulate – including consulates headed by Austrade honorary consuls.

The following people can certify your documents in Australia:

- an eligible finance company officer
- an eligible holder of an Australian Financial Services Licence (AFSL)
- police officer
- dentist
- medical practitioner
- optometrist
- pharmacist

For more information about certifying your documents, please read our *Proof of identity requirements* factsheet available at primesuper.com.au.