

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. It does not include pets.

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

WHAT SHOULD I DO BEFORE I APPLY?

- Explore all other reasonable alternative sources of funds e.g.
 - use any savings you have,
 - cash in any investments or shares you have,
 - ask your bank for assistance,
 - ask Work and Income New Zealand (WINZ) for assistance.
- 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 savings suspension. 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 the kick-start (if applicable) or any Government contributions, 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 supervisor'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.

- 1 Complete the application form in full.
- 2 Collect all of the supporting documents listed in the checklist (see page 7 of the application form). We need these to determine your current financial position.
- 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 8) in front of them and they will witness your declaration.
- 4 Send us your application form and all of the supporting documents. You can email/post them to us, or drop them at any ANZ branch.



HOW LONG DOES IT TAKE?

Once we've received your application, we aim to pay your withdrawal within 20 business days. It may take longer if there are public holidays, or we need to ask you for additional information.

When sending funds overseas, this may take a further 10 business days to clear and show in your account.



WHAT HAPPENS ONCE YOU RECEIVE MY APPLICATION?

- 1 We receive your application and supporting documents. If you've given us your mobile number, we'll send a confirmation text.
- 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.
- 3 When you've given us all the information we need we'll assess your application.
- 4 We send your application and supporting documents to the supervisor for a final decision.
- 5 We'll let you know the outcome either by text, email or letter.
- 6 If your application is approved, we'll make payment to the bank account/s stated on your application form.

Important Information: ANZ New Zealand Investments Limited is the issuer and manager of the ANZ KiwiSaver Scheme, the ANZ Default KiwiSaver Scheme and the OneAnswer KiwiSaver Scheme. The guide and product disclosure statement for the ANZ KiwiSaver Scheme and ANZ Default KiwiSaver Scheme are available at anz.co.nz. The guide and product disclosure statement for the OneAnswer KiwiSaver Scheme are available at anz.co.nz/oneanswer. ANZ Investments is not an authorised deposit taking institution (ADI) under Australian law and investments in each scheme aren't deposits in or liabilities of ANZ Bank New Zealand Limited, Australia and New Zealand Banking Group Limited, or their subsidiaries (together 'ANZ Group'). ANZ Group doesn't stand behind or guarantee ANZ Investments. Investments in the schemes are subject to investment risk, including possible delays in repayment, and loss of income and principal invested. ANZ Group won't be liable to you for the capital value or performance of your investment.



Call us:
0800 736 034



Email us:
service@anzinvestments.co.nz



For more information visit
anz.co.nz/kiwisaverwithdrawals

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION



The fastest way to provide us your form and supporting documents is to email them to earlywithdrawals@anzinvestments.co.nz.

Alternatively you can post them to ANZ Investments, Freepost 324, PO Box 7149, Victoria Street West, Auckland 1142 or drop them into an ANZ branch.

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:

[illegible]

- ☐ I confirm that I have explored and exhausted all other reasonable alternative sources of funding, such as savings, investments and/or talked to the bank about any possible lending solutions they could help with.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

2. YOUR HOUSEHOLD INFORMATION

About you:

First name/s																			
Last name																			
Date of birth	<table><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y										
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ANZ customer (or investor) number	<table><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																		
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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 \$

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 per week
2. The outstanding rent/board arrears are \$

--	--	--	--	--	--	--	--	--	--

 as at

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.

Signature of Landlord/Property Owner/Named Tenant

D	D	M	M	2	0	Y	Y
---	---	---	---	---	---	---	---

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

--	--	--	--

Bank

Branch number

Account number

Suffix

If you have listed a non-ANZ bank account, please provide us with a pre-printed deposit slip or bank statement dated within the last six months.

If you'd like your withdrawal amount paid to an overseas bank account, please complete an International Money Transfer (IMT) form available from anz.co.nz/kiwisaverforms

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	\$
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:	\$

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:

Vehicles	\$
Bank accounts	\$
Shares	\$
Term deposits	\$
Life insurance policies*	\$
Total for you:	\$

Your partner:

Vehicles	\$
Bank accounts	\$
Shares	\$
Term deposits	\$
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 3 months in your application. You also need to ensure 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 60 days old.

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

Arrears: record and provide evidence of any amount you owe that is overdue because of missed payments (e.g. overdue phone or power bills overdue account, mortgage/rent arrears).

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

	Paying per week	Arrears
Rent/board	\$	\$
Water bill	\$	\$
Electricity bill	\$	\$
Rates bill	\$	\$
Phone bill	\$	\$
Internet bill	\$	\$
Home maintenance	\$	\$
TV/Sky bill	\$	\$
House/contents insurance	\$	\$
Life insurance	\$	\$
Medical insurance	\$	\$
Vehicle insurance	\$	\$
Petrol/transport	\$	\$
Car maintenance	\$	\$
AA membership	\$	\$
Children's education	\$	\$
Child maintenance	\$	\$
Child care	\$	\$
Other	\$	\$
Other	\$	\$
	Weekly expenses	Arrears
Total	\$	\$

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.

We use industry provided standard costs for essentials such as food, power, phone, mobile, internet, transportation, rates, water, clothing and medical expenses. You do not need to specify these amounts unless you believe any of these expenses for you or your family are higher than average.

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
Mortgage		\$	\$	\$
Mortgage		\$	\$	\$
Mortgage		\$	\$	\$
Credit card		\$	\$	\$
Credit card		\$	\$	\$
Credit card		\$	\$	\$
Store card		\$	\$	\$
Store card		\$	\$	\$
Store card		\$	\$	\$
Personal loan		\$	\$	\$
Personal loan		\$	\$	\$
Personal loan		\$	\$	\$
Hire purchase		\$	\$	\$
Hire purchase		\$	\$	\$
Hire purchase		\$	\$	\$
Finance company		\$	\$	\$
Finance company		\$	\$	\$
Finance company		\$	\$	\$
Bank overdraft		\$	\$	\$
Bank overdraft		\$	\$	\$
Bank overdraft		\$	\$	\$
Other		\$	\$	\$
Other		\$	\$	\$
Other		\$	\$	\$
		Balance	Weekly expenses	Arrears
	Total	\$	\$	\$
			Weekly expenses	Arrears
	Combined Total (page 4 and 5)		\$	\$

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 either verified or certified copies of your valid ID and proof of address.

- **Verified** – An ANZ branch or an ANZ Investments approved financial adviser can check your original ID and proof of address documents. They can submit your application at the same time.
- **Certified** – A Notary Public, Justice of the Peace, NZ lawyer, or any other person who has the legal authority can certify a copy of your ID and proof of address documents by checking them against the originals. You can then send in these certified copies with your application form.

See anz.co.nz/myid for more information.

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

Identity documents

Please provide us with:

☐ Option 1: ONE of these documents:

- | | |
|---|---|
| <input type="checkbox"/> New Zealand passport | <input type="checkbox"/> National ID card |
| <input type="checkbox"/> Overseas passport (signed) | <input type="checkbox"/> New Zealand firearms licence |

☐ Option 2: A New Zealand driver licence AND ONE of these documents (must be dated within the last six months):

- | | |
|--|---|
| <input type="checkbox"/> Bank statement (including from ANZ) | <input type="checkbox"/> Central Government Agency document (issued to you) |
| <input type="checkbox"/> SuperGold Card | <input type="checkbox"/> New Zealand Defence or Police Photo ID |

☐ Option 3: ONE form of primary non-photo ID

- | | |
|---|---|
| <input type="checkbox"/> New Zealand full birth certificate | <input type="checkbox"/> Certificate of New Zealand citizenship |
| <input type="checkbox"/> Overseas birth certificate | <input type="checkbox"/> Overseas citizenship certificate |

AND

ONE form of secondary photo ID

- | | |
|---|---|
| <input type="checkbox"/> New Zealand driver licence | <input type="checkbox"/> New Zealand Defence or Police Photo ID |
| <input type="checkbox"/> 18+ card or Kiwi Access Card | |

Proof of address

Please provide us with **ONE** of the below acceptable forms of address. The document must be dated within the last six months and show your name and current New Zealand residential address.

- | | | |
|---|--|---|
| <input type="checkbox"/> Utility bill | <input type="checkbox"/> Signed rental tenancy agreement, flatting or sub-letting agreement | <input type="checkbox"/> Short-term accommodation letter issued by the accommodation provider and include your name |
| <input type="checkbox"/> Bank statement or bank document (including from ANZ) | <input type="checkbox"/> Electoral roll papers | <input type="checkbox"/> Letter from employer on company letterhead confirming residential address |
| <input type="checkbox"/> Non-bank financial institution statement or document | <input type="checkbox"/> Electronic White/Yellow Pages | <input type="checkbox"/> Letter from a lawyer or accountant confirming your residential address |
| <input type="checkbox"/> Central Government Agency document e.g. IRD, ACC | <input type="checkbox"/> Insurance policy document | <input type="checkbox"/> Retirement home letter or invoice |
| <input type="checkbox"/> Local Council/Government letter | <input type="checkbox"/> Car registration notification/demand | <input type="checkbox"/> Letter or invoice from your general practitioner (GP) |
| | <input type="checkbox"/> Educational Institution letter from education facility, must be on letterhead paper | |

An example of correctly certified ID



I, James Black

hereby certify that this is a true and correct copy of the original document which I have sighted, and it represents a true likeness of the individual.

Dated the 15th day of January 2016

[Signature]

Enrolled barrister and solicitor of the High Court of New Zealand

Ensure the 'true likeness' wording is included, that the image of you is clear, and the text can be clearly read.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

10. CHECKLIST

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 your email submission exceeds 20MB, please separate your submission into multiple emails.

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"/> Bank statements for the last 3 months for all accounts in your and your partner's name (individual, joint and business accounts) |
| <input type="checkbox"/> Completed statutory declaration, signed by you and witnessed by a person authorised to take statutory declarations within the last three months (section 14 of this form). | <input type="checkbox"/> Overdue bills and evidence of arrears (these must be less than 60 days old). We need to be able to see the outstanding balance and your regular minimum payments: |
| <input type="checkbox"/> Certified ID and proof of address (section 9 of this form) | - utility bills |
| <input type="checkbox"/> Living arrangements – confirmation of the amount you currently owe and any arrangements for future payments: | - store cards |
| - if you're a homeowner, a letter from your mortgage provider | - credit cards |
| - 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 | - personal loans |
| - complete section 3 (only needed if the above two options are not available to you) | - car loans |
| | - finance company loans |
| | - other overdue accounts |
| <input type="checkbox"/> Proof of income: | |
| - if you're employed, your last two payslips | |
| - if you've recently been made redundant, your redundancy letter and final payslip | |
| - if you're self-employed, a summary of earnings for the last three months | |
| - Government letter detailing entitlements (i.e. WINZ/IRD/ACC/Student Allowance, etc) | |

Ensure

- **you provide the last 3 months of bank statements showing the most recent 3 months of activity**
- **any evidence related to overdue bills/arrears is clearly dated (within the last 60 days) and shows your name/household person/s name**

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.

11. WHAT TO EXPECT NEXT

- Once you've submitted your withdrawal application, you'll receive a text/email confirming it's been received and that we're checking all documents have been provided
- If we require any additional information or documents we'll contact you using the mobile, email and/or postal address you have provided us
- Once we have all the documents required we'll begin processing your application
- If your application is approved we will send you a text/email with a confirmation

12. HOW LONG WILL IT TAKE

Once we've received your application, we aim to pay your withdrawal within 20 business days. It may take longer if there are public holidays, or we need to ask you for additional information.

When sending funds overseas, this may take a further 10 business days to clear and show in your account.

KIWISAVER SIGNIFICANT FINANCIAL HARDSHIP WITHDRAWAL APPLICATION

13. PRIVACY

You agree we can collect, use and disclose your information to process your application in accordance with our Privacy Statement, which is the same as ANZ Bank New Zealand Limited's and can be found at anz.co.nz/privacy. If you prefer a print version, it is available to download as a PDF or from any branch.

We take your privacy seriously, and understand the need to keep your information confidential and secure. You can access or correct your personal information by calling 0800 736 034 or asking at any ANZ branch. We may charge you a fee to access the information we have about you.

14. STATUTORY DECLARATION

Important – read this section before completing your statutory declaration.

- ANZ branch staff can't take statutory declarations. A solicitor, Justice of the Peace or Notary Public can take this statutory declaration for you. For more information about who can take statutory declarations, see anz.co.nz/myid.
 - All of the boxes must be completed.
 - Include your occupation. If you, the member, are either retired or unemployed, this too must be noted in the occupation box.
- Any errors will require a new declaration to be completed - potentially delaying your application.

I	<input type="text"/>	(Full name of the person making the declaration)
of	<input type="text"/>	
	<input type="text"/>	Postcode
and	<input type="text"/>	

I do solemnly and sincerely declare that:

- The information provided by me in or with this form is complete, true and correct;
- I understand that my funds continue to be invested, and they may rise and fall in value, until the withdrawal is approved and payment is processed;
- I understand that where I have multiple funds, the withdrawal will be deducted proportionately from each fund I invest in;
- I confirm I have exhausted all other reasonable alternative sources of funding;
- I 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 I've provided in support of my application;

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 (location)

on this date

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.

Signature

Date

Staff job role

Branch name

Branch Stamp

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