

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 1 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?

We aim to pay your withdrawal and show it in your KiwiSaver account in ANZ Internet Banking and goMoney within 20 business days if you give us all the information we need. If we have to ask for additional information, this may cause delays in the processing of your application.



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.
If all information is provided.
- 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

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 \$ per week
2. The outstanding rent/board arrears are \$ as at
3. The occupant pays \$ per week for expenses (e.g. food and/or utilities).

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
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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.

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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

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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.

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	\$ <input type="text"/>
Commission	\$ <input type="text"/>
Self-employed income	\$ <input type="text"/>
Pension/Superannuation	\$ <input type="text"/>
Benefit	\$ <input type="text"/>
Child support	\$ <input type="text"/>
ACC	\$ <input type="text"/>
Rental/Board income	\$ <input type="text"/>
Interest/Dividends	\$ <input type="text"/>
Other	\$ <input type="text"/>
Total for you:	\$ <input type="text"/>

Your partner:

Salary/Wages	\$ <input type="text"/>
Commission	\$ <input type="text"/>
Self-employed income	\$ <input type="text"/>
Pension/Superannuation	\$ <input type="text"/>
Benefit	\$ <input type="text"/>
Child support	\$ <input type="text"/>
ACC	\$ <input type="text"/>
Rental/Board income	\$ <input type="text"/>
Interest/Dividends	\$ <input type="text"/>
Other	\$ <input type="text"/>
Total for your partner:	\$ <input type="text"/>

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	\$ <input type="text"/>
Bank accounts	\$ <input type="text"/>
Shares	\$ <input type="text"/>
Term deposits	\$ <input type="text"/>
Life insurance policies*	\$ <input type="text"/>
Total for you:	\$ <input type="text"/>

Your partner:

Vehicles	\$ <input type="text"/>
Bank accounts	\$ <input type="text"/>
Shares	\$ <input type="text"/>
Term deposits	\$ <input type="text"/>
Life insurance policies*	\$ <input type="text"/>
Total for your partner:	\$ <input type="text"/>

* 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. 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.

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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 30 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.

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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.

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9. IDENTIFICATION

As part of your application, you must provide either certified or verified copies of your valid ID and proof of address. An ANZ staff member or an ANZ Investments approved financial adviser can verify these documents. Alternatively a Notary Public, Justice of the Peace, NZ lawyer, or other person who has legal authority can certify these documents before sending them to us. 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:

- New Zealand passport National ID card
 Overseas passport (signed) New Zealand firearms licence

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

- Bank statement Central Government Agency document (issued to you)
 SuperGold Card New Zealand Defence or Police Photo ID

Option 3: ONE form of primary non-photo ID

- New Zealand full birth certificate Certificate of New Zealand citizenship
 Overseas birth certificate Overseas citizenship certificate

AND

ONE form of secondary photo ID

- New Zealand driver licence New Zealand Defence or Police Photo ID
 International Driving Permit 18+ card or Kiwi Access Card



Here is an example of what your ID should look like when it's been certified correctly. Ensure the 'true likeness' wording is included, that the image of you is clear, and the text can be clearly read.

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"/> Educational Institution letter from education facility, must be on letterhead paper |
| <input type="checkbox"/> Bank statement or bank document | <input type="checkbox"/> Electoral roll papers | <input type="checkbox"/> Short-term accommodation letter issued by the accommodation provider and include your name |
| <input type="checkbox"/> Non-bank financial institution statement or document | <input type="checkbox"/> Electronic White/Yellow Pages | <input type="checkbox"/> Letter from employer on company letterhead confirming residential address |
| <input type="checkbox"/> Central Government Agency document e.g. IRD, ACC | <input type="checkbox"/> Insurance policy document | |
| <input type="checkbox"/> Local Council/Government letter | <input type="checkbox"/> Car registration notification/demand | |

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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.

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"/> 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"/> Completed Statutory Declaration witnessed by any person, within the last three months, who is authorised to take Statutory Declarations (section 13 of this form) | <input type="checkbox"/> Overdue bills and evidence of arrears (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"/> Certified ID and proof of address (section 9 of this form) | |
| <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 or bank statements which show your regular accommodation payments- complete section 3 (only needed if the above two options are not available to you) | |
| <input type="checkbox"/> Proof of wages or salary: <ul style="list-style-type: none">- 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 | |

Ensure that any bank statements or evidence related to overdue bills/arrears is clearly dated (within the last 30 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
- The payment should be available in your account within three business days of the approval
- We aim to pay your withdrawal and show it in your KiwiSaver account in ANZ Internet Banking and goMoney within 20 business days if you give us all the information we need. If we have to ask for more information, this may cause delays in the processing of your application.

12. 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](https://www.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.

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13. STATUTORY DECLARATION

ANZ branch staff can't take statutory declarations. A solicitor, Justice of the Peace or Registrar of a New Zealand Court can take this statutory declaration for you. For more information about who can take statutory declarations, see anz.co.nz/myid.

Ensure you include your occupation. If you, the member, are either retired or unemployed please note this in the occupation box.

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

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

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.

Declared at (location)	this	day of	20
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Before me: (signature, occupation and address of the person in front of whom the declaration is made)

Full name	
Address	
<input type="text"/>	Postcode
Occupation	
Signature of the person taking the declaration	

INTERNAL USE - ANZ STAFF ONLY

I	<input type="text"/>	(staff full name)	Branch Stamp		
hereby verify that this is the original document.					
Date	<input type="text" value="D D"/>	<input type="text" value="M M"/>		<input type="text" value="2 0"/>	<input type="text" value="Y Y"/>
Signature					
Staff job role					
Branch name					

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