

What you need to know

Superannuation entitlements



Understanding superannuation entitlements and the claim process can be overwhelming. To help members through this process, we have created a guide to the most commonly asked questions regarding accessing insurance through a super fund.

1 Are our members entitled to superannuation?

Yes. Superannuation has been compulsory since 1992, and has been around long before then thanks to the union movement.

A member's employer must pay at least 10.5% of ordinary time earnings into a super fund for them.

A member's super fund will likely have a number of insurance benefits to cover them if they become sick or injured and are unable to work.

2 What can members claim for?

If a member is off work because of any injury or illness, they may be able to claim for:

- income protection
- total & permanent disability benefits
- terminal illness benefits
- death benefits
- early release of super.

With superannuation insurance, the injury or illness doesn't need to be work related to claim.

Maurice Blackburn will check members' superannuation entitlements for free.

3 What type of coverage will disability benefits provide?

Total and Permanent Disability (TPD) Benefits:

- Insurance benefits that can be claimed if a person is unable to perform the work that they are reasonably trained or qualified to do by education, training and experience.
- A member does not have to be unable to do ALL work, just the work he/she has the skills to do.

Total and Temporary Disability (TTD) Benefits:

- often called income protection or salary continuance
- usually pay a monthly benefit while the member is unable to work temporarily and sometimes longer.

4 What will income protection (IP) cover?

Paid in monthly payments of either a flat amount or 75%–85% of your usual income depending on the policy. Income Protection Insurance can cover an individual for:

- two years
- five years
- until aged 67, or
- lifetime.

Members can also access partial benefits if they return to work in a reduced capacity or at less hours. Payments can be offset against workers' comp, Centrelink or lump sum payments so it's important to seek advice to maximise available entitlements.

5 Can our members make multiple claims?

Where someone is a member of more than one fund, and depending on their policy, it's usually possible to make two or more lump sum TPD claims. People can also usually have a lump sum claim and income protection payments. However, as income protection is usually reduced by any other income or income replacement benefits members cannot usually claim on multiple income protection policies.

6 Terminal illnesses – what kind of benefits will our members be entitled to?

Individuals can access their super if two doctors certify they have a life expectancy of less than 24 months, and any benefits released are usually tax-free.

Most life insurance benefits in super can also be claimed due to terminal illness, and can be paid to the member in their lifetime.

7 How long does a terminal illness claim take?

Anywhere from two weeks to three months depending on the claim and whether documents have been completed correctly.

8 How do our members make a claim?

Members should seek legal help in making a claim. Claim forms are often lengthy and complex. Individuals can do damage to their prospects of succeeding with their claim if they make mistakes in the wording. Maurice Blackburn can help members with TPD, IP, terminal illness and death benefit claims.

9 What if the super fund rejects their claim?

The super fund's decision is not final. Members should seek legal help to discuss the option of taking the matter to a Court or Tribunal.

Warning: Time limits can apply and it's important to get help when lodging a complaint.

10 What should members consider before making a superannuation claim?

If a member answers 'yes' to any of the below (or if they're not sure), advise them to contact Maurice Blackburn to check for a possible claim.

- Have they stopped work?
- Are they on a Centrelink Disability Support Pension?
- Is the member on workers' compensation or have they made a TAC claim?
- Has the member ever had:
 - a superannuation account?
 - income protection insurance?
 - employment disability insurance?
 - private super?
 - life insurance?
 - mortgage protection insurance?
 - trauma insurance?

Our Victorian offices	Melbourne	03 9605 2700	Mildura	03 5018 4000	Visiting offices Visit our website or call 1800 810 812 to find your nearest office. We also offer online consultations and in most cases we can come to you.
	Bendigo	03 5444 4969	Reservoir	03 9462 2608	
	Craigieburn	03 8314 1200	Ringwood	03 9876 8555	
	Dandenong	03 9794 0403	Sunshine	03 9310 2966	
	Frankston	03 9784 6100	Traralgon	03 5174 8633	
	Geelong	03 5221 1152	Wangaratta	03 5720 1500	
	Greensborough	03 9431 7500			