

## FAQs

**Q Do I need to retain the First Nations Foundation and ASFA logos on the form**

**A** Funds may apply their own fund branding including fonts, colour and styling to match their existing suite and do not have to retain FNF or ASFA logos on the form.

**Q What am I permitted to change on the form?**

**A** Regardless of the channel or branding, funds should endeavour to retain the standardised wording, order and layout of the standardised form. You may make minor adjustments to accommodate fund specific rules, where they don't align with the standardised form, but these should comply with the existing style. Contact details, hyperlinks or references should be updated in accordance with the form distribution method.

**Q Our current 'Withdrawal due to financial hardship' form incorporates help notes for providing proof of identity. May we include these?**

**A** It is recommended that where proof of identity requirements are incorporated that they are added to the end of the form.

**Q We currently only provide the 'withdrawal due to financial hardship' form to members who have contacted us and completed an eligibility check. Can we continue with this process?**

**A** Given that the form has been simplified, it is recommended that the form should be readily available for download, without the need for the member to contact a fund to request it.

**Q Should a separate form be created for other non-indigenous members?**

**A** It is recommended that the single standardised form be utilised for all members.

**Q How can we validate Financial Counsellors as legitimate representatives of our members in relation to 'Withdrawal due to financial hardship' applications?**

**A** Financial Counselling Australia (FCA) offers an electronic service for validating financial counsellors' details, which funds may utilise. Further work is progressing by the Standardisation of Form ISWG to establish a super industry wide process in relation to this.

**Q Who may I contact should I have a question or feedback relating to implementation of the standardised form or process.**

**A** You may contact [AIP@superannuation.asn.au](mailto:AIP@superannuation.asn.au)

**Q If I have feedback on items on the standardised form or process, who can I contact?**

**A** We are committed to continuous improvement of the 'withdrawal due to financial hardship' form and process and feedback sessions will be hosted by ASFA later in 2025.