

Adviser

How to submit forms

All forms listed below are available on Adviser Resources. These online forms with supporting Proof of ID documents, can be submitted via email to adviserservices@australiansuper.com



Did you know members are able to use the **Member Portal** to self-serve? See below for what actions can be performed.



A **wet or ink signature** is required for the following:

- Power of Attorney
- Guardianship documents
- Certified documents
- Binding death benefit nomination

Please refer to the below tables for information on digital signature¹ acceptance.

Accumulation forms	Digital signature	Member self-service
Add to your super with after-tax contributions	✓	✓
Claiming a tax deduction for personal contribution	✓	✗
Contribute for your spouse	✓	✗
Split your super contributions with your spouse	✓	✗
Binding death benefit nomination	✗	✗
Apply for a payment	✓	✓
Apply for a payment (financial hardship)	✓	✗
Investment choice	✓	✓
Combine your super into AustralianSuper	✓	✓
Give account access to my financial adviser	✓	✗
Close your account and make a full withdrawal	✓	✓

Retirement forms	Digital signature	Member self-service
Open a Choice Income account	✓	✓
Open a TTR Income account	✓	✓
Combine your super into AustralianSuper	✓	✓
Give account access to my financial adviser	✓	✗
Investment choice form (Retirement Income account)	✓	✓
Making, changing or cancelling a binding death benefit nomination	✗	✗
Making, changing or cancelling a reversionary nomination	✓	✗
Request a full withdrawal of your account	✓	✓
Request a partial withdrawal of your account	✓	✓

¹ Digital Signatures should always be used in keeping with your Licensee's Digital Signature Policy requirements. Digital Signatures are a specific type of electronic signature with unique electronic identifiers and that meet the identification, reliability and consent requirements as outlined in the Electronic Transaction Act 1999.

Member Direct forms	Digital signature	Member self-service
Seamless Transfer factsheet and form	✓	✗
Give your financial adviser access to your Member Direct account	✓	✗

Insurance forms	Digital signature	Member self-service
Change your insurance	✓	✓
Insurance transfer	✓	✓
Application for Life Event insurance cover	✓	✓
Change your work rating	✓	✗
Increase your Income Protection after a salary increase	✓	✗
Keep your cover	✓	✗
Cancel your insurance	✓	✓
Application to change to another division	✓	✗
Declaration of commencing/ceasing a de facto relationship	✓	✗

Other forms and documents	Digital signature	Member self-service
Change my details	✓	
• Name		✗
• Date of birth		✗
• Email		✓
• Address ²		✓
• Nomination of non-binding beneficiaries		✓
3rd Party Authority	✓	n/a
Power of Attorney documents	✗	n/a
Guardianship documents	✗	n/a
Certified documents	✗	n/a

Note to advisers

If you're submitting a form on behalf of a client, avoid submitting multiple forms at the same time. Please submit forms individually to ensure efficient processing.



Uploading forms via the Adviser Portal

Instead of using email, all forms can now be uploaded in the Adviser Portal except advice fee forms and Member Direct third-party authorities. If you're not registered for the portal, visit adviser.australiansuper.com/registration



² Change is acceptable via email and no form needs to be completed.



Contact us

Call **1300 362 453**
(9am to 5pm AEST/AEDT weekdays)

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