



## »» FACT SHEET

# AM I ELIGIBLE FOR A DASP?

*This information is of a general nature only and is correct as at 1 November 2018.*

### What this fact sheet covers

This fact sheet provides information on departing Australia superannuation payments (DASPs) and your potential eligibility.

### What is a departing Australia superannuation payment?

If you have been working in Australia under an eligible temporary visa arrangement, you may be eligible to receive any superannuation benefit you have accrued when you leave.

The payment of this benefit is known as a departing Australia superannuation payment (DASP).

Please note that a DASP is not available to permanent residents of Australia, nor to citizens of either Australia or New Zealand.

### What is an eligible temporary visa?

If you have entered Australia on a temporary working visa under the *Migration Act 1958* (except visas under subclasses 405 and 410), you can apply to claim your super benefit under the DASP arrangements.

### When am I eligible to claim the DASP?

You may claim the benefit if:

- »» your temporary resident visa has expired or been cancelled; and
- »» you have left Australia.

### How do I claim the DASP?

If you are applying within six months of leaving Australia, you can:

- »» apply via the DASP online application at the Australian Taxation Office (ATO) website at [www.ato.gov.au](http://www.ato.gov.au) (search for 'DASP'). The ATO will confirm with the Department of Immigration and Border Protection (DIBP) that you are eligible for the payment. Once your application has been approved, it will be sent to your superannuation provider to be processed. This service is free and includes online verification of your immigration status; or
- »» apply directly to your superannuation provider. The process will vary depending on whether your balance is more or less than \$5,000, and you may have to pay a fee to have your immigration status verified.

If you are applying more than six months after leaving Australia, your superannuation benefit may have been transferred to the ATO as unclaimed money.

If this is the case, you may apply directly to the ATO to claim your benefit.

#### The Australian Taxation Office

Visit [www.ato.gov.au](http://www.ato.gov.au) or call 13 10 20 for more information about claiming the DASP.

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### What if I have left Australia, but my visa has not yet expired?

If you have left Australia and your temporary visa is still valid, you may ask the DIBP to cancel it. You can contact the DIBP via their website at [www.border.gov.au](http://www.border.gov.au).

### What if I can't find my super?

If you are not sure where your superannuation benefit is being held, you can search for it using the ATO's DASP application form at [www.ato.gov.au](http://www.ato.gov.au) (search for 'DASP'). You can also learn more about, and search for, unclaimed super and any taxation implications at the ATO website.

### I am a New Zealand citizen. Can I access my superannuation?

If you are a New Zealand citizen departing Australia permanently, you may be able to transfer your superannuation benefit under the Trans-Tasman retirement savings portability scheme for individuals. Head to [www.ato.gov.au](http://www.ato.gov.au) and search for 'Trans-Tasman portability'.

### Can I make a complaint?

If you have a complaint about your superannuation provider's decision not to release funds under the DASP process, you may be able to complain to the Australian Financial Complaints Authority (AFCA).

AFCA is the external dispute resolution body for financial services complaints, including superannuation complaints. You can learn more about AFCA at [www.afca.org.au](http://www.afca.org.au) or you can call them on 1800 931 678.



### Where can I go for more assistance?

We recommend you contact your superannuation provider in the first instance. You may also like to contact the ATO at [www.ato.gov.au](http://www.ato.gov.au).

## Contact us

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