

Early access to Super on compassionate grounds – key member information

At NESS Super, our focus has always been our members and employers and we are here for you during these unprecedented times.

This page provides members with a processing timeline of claims for early release of super on compassionate grounds relating to COVID-19.

From 20 April 2020, the ATO commenced receiving applications through the [myGov](#). For eligibility criteria and how to apply, visit the ATO's [early release of super](#) page.

Applications for this financial year (2019–20) can be made up until 30 June 2020. Applications for the 2020–21 financial year can be made from 1 July 2020 up until 24 September 2020. The measure will cease after 24 September 2020, but applications received before the cut-off dates may be processed after this date.

Processing time – Estimated 8 Business Days

It is anticipated that it will take the ATO approximately **2 business days** to reach a resolution **before** contacting NESS Super.

Once NESS receives advice from the ATO of your claim approval please allow up to **6 business days** for processing, the below table provides a timeline of the NESS process.

Day	Processing steps
0	<ul style="list-style-type: none"> ▪ ATO advises NESS Super of claim approval ▪ SMS sent to member confirming receipt of claim between 11am and 8pm AEST ▪ Claims appended for 62 hours to allow for; <ul style="list-style-type: none"> - <i>Members to respond to SMS</i> - <i>Fraud-Prevention checks</i>
1	<ul style="list-style-type: none"> ▪ Checks and assessments continue
2	<ul style="list-style-type: none"> ▪ Any alerts to be assessed and addressed
3	<ul style="list-style-type: none"> ▪ Compassionate Grounds (COVID-19) claim processed ▪ SMS sent to members confirming claim has been processed ▪ Any exceptions will be actioned for manual processing
4	<ul style="list-style-type: none"> ▪ Electronic Funds Transfer (EFT) file sent to member's nominated bank
5	<ul style="list-style-type: none"> ▪ Payments requiring manual intervention (exceptions) processed ▪ All members will be sent a letter detailing the claim outcome for their records