



COVID-19 FINANCIAL HARDSHIP CLAIMS

INFORMATION for MEMBERS

If **you** have been stood down from your employment due to the COVID-19 outbreak you will be able to access some of your BERT balance by lodging a financial hardship claim.

The withholding tax on Financial Hardship Claims due to coronavirus has been temporarily reduced from 47% to 32%

TO LODGE a CLAIM

- Complete the BERT Claim Form and check the Financial Hardship Category
 - Go to the BERT website www.bert.com.au; You can download the claim form from our FORMS page; or [click here](#); or
 - Contact the Office on 1300 261 114 to get a claim form sent out to you

- The following information should be included with your form
 - Bank Statement for EFT payment
This can be a screenshot or photo image
 - Copy of the 'stand down' letter from your Employer
Again, we will accept a screenshot or photo image of the letter/documentation

- Send your completed claim form along with your supporting information back to the BERT office:
 - Email: claims@bert.com.au,
 - Fax: 07 3832 3799; or
 - Post: PO Box 805, SPRING HILL Qld 4004
 - In Person: Level 1, 35 Astor Terrace Spring Hill Qld 4000

NB: The 32% tax is withholding tax which may be insufficient to cover the tax liability from the payment.

DID you KNOW? We accept photo images of your claim form and supporting documentation to assist processing your claim electronically.

Once we have received your claim one of our friendly financial counsellors will contact you to assist you through the process

NOTE: All COVID-19 related financial hardship claims will be fast-tracked through the Financial Hardship Claims Committee Review Process

CONTACT the BERT Operation Team on 1300 261 114 if you require any assistance