



PLATFORMPLUSWRAP

# Death Benefit Claim Guide

Super & Pension

References to PlatformplusWRAP are references to the Platformplus Super Wrap superannuation fund issued by Equity Trustees Superannuation Limited, ABN 50 055 641 757, AFSL 229757, RSE Licence No L000145 as Trustee of WRAP Super ABN 18 906 079 389, RSE R1078770, of which Platformplus Super WRAP USI 18906079389001 is a Division.

**PLATFORM+ WRAP**



# Contents

|                                                                        |    |
|------------------------------------------------------------------------|----|
| Introduction .....                                                     | 3  |
| Understanding a Death Claim .....                                      | 3  |
| Who can receive a death benefit payment? .....                         | 4  |
| Information Needed to Submit a Death Claim .....                       | 4  |
| For the deceased client: .....                                         | 4  |
| For persons claiming a benefit: .....                                  | 4  |
| Who is Eligible to Submit a Death Claim? .....                         | 5  |
| How to submit a Death Claim? .....                                     | 5  |
| The Death Claim Assessment Process .....                               | 5  |
| What we do when we are notified of a client’s death .....              | 6  |
| Initial review .....                                                   | 6  |
| death claim forms.....                                                 | 6  |
| review claim information.....                                          | 6  |
| trustee assesses claim .....                                           | 7  |
| Advising Beneficiaries of the Trustee’s Determination .....            | 7  |
| How Objections are Managed .....                                       | 7  |
| Claim Approved .....                                                   | 8  |
| Claim Approval and Payment Process.....                                | 8  |
| Superannuation and Pension Death Claim Guide .....                     | 9  |
| Frequently asked questions.....                                        | 10 |
| Do I need to seek legal advice before I make a claim? .....            | 10 |
| Who is a dependant? .....                                              | 10 |
| What is a full death certificate and why is it needed? .....           | 11 |
| Why is certified identification needed?.....                           | 11 |
| What factors can affect the time taken to process a death claim? ..... | 11 |
| What happens if a valid beneficiary cannot be identified? .....        | 11 |
| What is a Legal Personal Representative? .....                         | 12 |
| PlatformplusWRAP Feedback & Complaint Process .....                    | 12 |
| Our Complaints Process .....                                           | 12 |
| How to provide feedback or lodge a complaint .....                     | 13 |
| External Dispute Resolution – AFCA .....                               | 13 |
| Complaints About Your Financial Adviser.....                           | 13 |
| Privacy Queries or Complaints.....                                     | 13 |



## Introduction

We recognise that if you've lost a loved one, this may be a difficult time for you, and making a death claim can seem complicated. The aim of this Guide is to make the death benefit claim process as smooth as possible by providing the information you need to know, and the steps involved in submitting and managing a death benefit claim. When a client of PlatformplusWRAP (WRAP) passes away, several key actions must be taken:

- Confirm the client's death;
- Identify their Legal Personal Representative(s);
- Determine their eligible Beneficiaries;
- Assess which Beneficiary(ies) should receive the death benefit and in what form; and
- Where appropriate, communicate the Trustee's decisions to potential Beneficiaries.

The documentation required to complete these steps will vary depending on factors such as the client's Portfolio type, whether a valid death benefit nomination is in place, and the specific circumstances at the time of death.

## Understanding a Death Claim

A Death Claim is a request to access the superannuation or pension balance of a client who has passed away. Superannuation doesn't automatically form part of a client's estate when they pass away. A death benefit is paid according to a client's valid binding nomination or, reversionary nomination. If there is no reversionary or valid binding nomination, the Trustee will consider any non-binding nominations and either make payments to eligible beneficiaries or to the client's estate. Death benefits may be paid as a lump sum from a PlatformplusWRAP Super account or, in some circumstances, as a new or continuing income stream from a PlatformplusWRAP Pension account.

| Type of nomination                                                       | Who will receive the death benefit?                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Binding Nomination</b>                                                | Where a valid, binding nomination is held, the death benefit will generally be paid in accordance with that nomination. If the nomination is not valid at the client's date of death, we will treat the matter as though no valid nomination applies and follow the relevant trustee assessment process.                                                         |
| <b>Reversionary beneficiary nomination</b>                               | Where a valid reversionary beneficiary nomination is in place on the client's account, the nominated beneficiary will automatically become entitled to receive the client's pension.                                                                                                                                                                             |
| <b>No beneficiary nomination or a non-binding beneficiary nomination</b> | In situations where there is a non-binding beneficiary nomination or no beneficiary nomination in place, we will follow our death claims process, and the trustee will determine the appropriate recipient(s) of the benefit. This may include payment to the legal personal representative (the estate), one or more dependants, or another eligible recipient. |



## Who can receive a death benefit payment?

When determining how a death benefit will be distributed, we first review whether the deceased client had expressed their wishes by putting a **Binding Death Benefit Nomination** in place. If a valid binding nomination exists, the Trustee is required to pay the benefit exactly as instructed. If no binding nomination is in place, or if it is invalid, the Trustee will decide who should receive the benefit.

Under superannuation law, death benefits can generally only be paid to a dependant, the client's Legal Personal Representative, or a combination of both. If the client held an **Account Based Pension**, we would also assess whether a **Reversionary Pensioner** was nominated to continue receiving pension payments after the client's death. Where a valid reversionary nomination exists, payments will automatically recommence to that beneficiary.

For more detailed information about eligibility, superannuation requirements and death benefit nominations, please refer to the *WRAP Death Benefit Nomination Guide* available at [platformpluswrap.com.au/Resources](https://platformpluswrap.com.au/Resources).

## Information Needed to Submit a Death Claim

The supporting documents we need will vary depending on the individual circumstances. The claim forms provide a detailed checklist of the information needed, depending on your individual circumstances. In general, the following supporting documents may be required:

### FOR THE DECEASED CLIENT:

- Proof of identity;
- Death Certificate;
- Marriage Certificate/s and/or divorce documents;
- Will;
- Probate or Letters of Administration

### FOR PERSONS CLAIMING A BENEFIT:

- Proof of identity of all persons claiming – including any legal guardian claiming on behalf of a minor child; and
- Birth Certificate of any minor children.

Copies of supporting documents will need to be certified before they are sent to us. Please note that we will only be able to assess and finalise a claim once all the necessary information from all potential beneficiaries is received.

## Who is Eligible to Submit a Death Claim?

We can accept a Death Claim submitted by:

- A spouse or de facto partner
- The deceased client's children or other dependants
- An individual who shared an interdependency relationship with the client at the time of their passing
- The client's legal personal representative (for example, the Executor of their estate)
- Any other person who may have an entitlement to the benefit

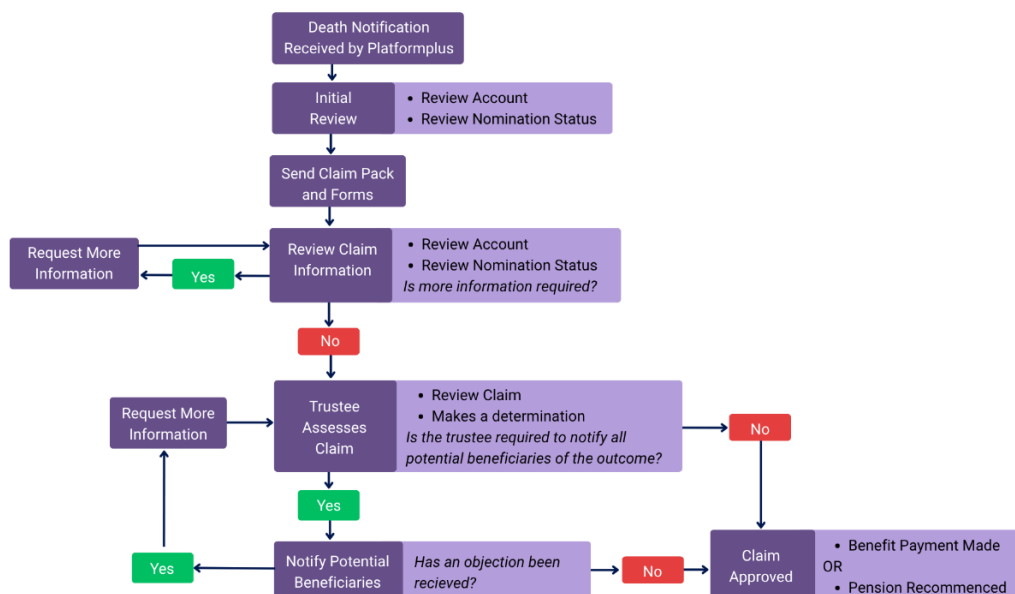
## How to submit a Death Claim?

To initiate a Death Claim, advisers should notify PlatformplusWRAP as soon as possible of the death of a client. The easiest way to do this is by completing the *Estate Management Death Notification Form*. You can access this form from the Literature Library on the Platform or by contacting PlatformplusWRAP on 1300 191 952.

When notifying Platformplus WRAP, **certified copies** of the following documents are required and should be submitted with the completed *Estate Management Death Notification Form*:

- A certified copy of the death certificate;
- A valid, certified copy of the Last Will and Testament; or
- Probate/Letters of Administration, if the deceased passed away intestate (without a valid Will); and
- If you are a solicitor representing the executors of the estate, you must provide a signed letter of Engagement.

## The Death Claim Assessment Process





## What we do when we are notified of a client's death

What happens next depends on the type of Portfolio held.

**Pension Portfolios (Account Based or Transition to Retirement):** pension payments will be stopped once we receive notification of the client's death.

**Portfolio status and ongoing costs:** the Portfolio will remain open while the death benefit is being processed. Administration fees and any other applicable costs will continue to be deducted until the death benefit is paid. The Portfolio will then be closed, unless there is a valid reversionary pension in place. In this case the, the pension will recommence and be paid to the nominated reversionary pensioner.

**Adviser fees:** any fees payable to an adviser or their licensee will cease once we receive notification of the client's death. The Executor(s) may choose to engage the existing adviser on a fee-for-service basis for assistance and advice in relation to the Portfolio. In this case, fees may be paid to the adviser once the relevant fee authorisation form has been completed.

**Automated investment plans:** any automated investment plans will cease once we receive notification of the client's death.

### INITIAL REVIEW

After we're notified, an initial review is completed to confirm the type(s) of Portfolios the deceased held and to identify whether any binding or other death benefit nominations are in place.

### DEATH CLAIM FORMS

We will send the appropriate death claim forms based on the Portfolio and its circumstances. These documents outline exactly what information and supporting documentation we require to assess the claim.

### REVIEW CLAIM INFORMATION

We will review the claim form and supporting documents you provide to confirm they are complete and sufficient for us to assess the claim. This includes checking the claimant's identity, the deceased client's details, beneficiary details (where applicable), and that all required certifications are in place. If anything is missing or unclear, we will contact you to request additional or clarifying information or documentation (for example, certified identification, relationship and dependency evidence, probate/letters of administration, or confirmation of the cause of death where required).



## TRUSTEE ASSESSES CLAIM

When all the required death claim form and supporting documentation has been returned in full, the claim will be assessed to determine who is entitled to receive a death benefit payment and what amount. In some instances, the Trustee may require further information or documentation to progress and complete the claim assessment. Upon receiving all the required information, the Trustee will decide in relation to the distribution of the death benefit.

## Advising Beneficiaries of the Trustee's Determination

As part of the assessment, the Trustee may require all identified potential beneficiaries to be informed of the proposed Death Claim decision. When this occurs, we will write to each known potential beneficiary to outline who the benefit is proposed to be paid to and in what proportions. This provides beneficiaries who disagree with the proposed decision an opportunity to respond, object, or provide further information within **28 days** of receiving the notice, ensuring a fair and transparent process.

If no objections are received within this timeframe, the claim will proceed to payment in line with the Trustee's determination. This step is known as the **claim staking process**, which is a legal requirement unless a valid Binding Death Benefit Nomination or a valid Reversionary Pensioner nomination applies.

## How Objections are Managed

If an objection is lodged within the 28-day response period, we will notify all known potential beneficiaries that an objection has been received and allow time for additional submissions. Once all further submissions and required documentation are collected, the Trustee will reassess the claim.

The Trustee has up to **90 days** to respond to the objection, beginning after the initial 28-day objection window closes. In limited circumstances, this timeframe may be extended; if so, we will notify you in writing and explain the reason for the extension.

Following reassessment, the Trustee will either uphold or amend the original decision. If the original decision is maintained, a confirmation letter will be issued, triggering a new 28-day period in which beneficiaries may raise further objections, including escalating to **AFCA** (see *Complaints*).

Regardless of whether the decision changes or remains the same, another claim staking round will begin. All notified parties again have 28 days to submit objections to the Trustee or AFCA. If a new objection is raised, the same review and notification process will follow, and the claim will be reassessed again by the Trustee or AFCA.



## Claim Approved

Once approved, the investments supporting the benefit will be redeemed (sold) and once the proceeds are received, the final benefit amount will be paid. The time it takes to complete a death benefit payment will depend on the nature of the investments held and when funds become available after investments have been sold or redeemed. Death benefit payments may be delayed in some circumstances. For example, if a managed fund becomes illiquid or has withdrawal restrictions. Where a Reversionary Pension is approved to be paid, we do not redeem any investments. Instead, the pensioner details on the Portfolio are updated (to those of the Reversionary) and the Reversionary Pension started based on the existing investments.

## Claim Approval and Payment Process

Once the claim is approved, the investments supporting the benefit are sold. After the proceeds are received, the final death benefit amount is paid. The time required to complete the payment will depend on the types of investments held and when funds become available following their sale or redemption. In some situations, payments may be delayed – for example, if a managed fund is illiquid or subject to withdrawal restrictions.

When a **Reversionary Pension** is approved, investments are not sold. Instead, the Portfolio is updated with the Reversionary's details, and the pension continues using the existing investment holdings.

## Superannuation and Pension Death Claim Guide

| Nomination Type                           | Documents Required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Binding Death Benefit Nomination</b>   | <p>If dependants have been nominated:</p> <ol style="list-style-type: none"> <li>A certified copy of the death certificate</li> <li>Statement of Dependency (Binding Nomination) Form for each nominated beneficiary</li> <li>Any supporting documentation to support the Statement of Dependency</li> <li>A certified copy of photo ID for each beneficiary</li> </ol> <p>If Legal Personal Representative has been nominated:</p> <ol style="list-style-type: none"> <li>A certified copy of the death certificate</li> <li>A certified copy of either: <ol style="list-style-type: none"> <li>A grant of Probate (if there is a valid Will);</li> <li>Letters of Administration (issued where (i) the deceased died with no Will (i.e. intestate), or (ii) there is no executor willing or available to apply for a Grant of Probate)</li> </ol> </li> </ol> <p>These documents are issued by the relevant state/territory Supreme Court:</p> <ol style="list-style-type: none"> <li>A certified copy of photo ID of the executor(s) / administrator(s)</li> </ol> |
| <b>Non-Binding Beneficiary Nomination</b> | <ol style="list-style-type: none"> <li>A certified copy of the death certificate</li> <li>Statement of Dependency Form from any dependants</li> <li>Any supporting documentation to support Statement of Dependency (as referred to in the form)</li> <li>A certified copy of either: <ol style="list-style-type: none"> <li>A grant of Probate (if there is a valid Will)</li> <li>Letters of Administration (issued where (i) the deceased died with no Will (i.e. intestate, or there is no executor willing or available to apply for a Grant of Probate)</li> </ol> </li> </ol> <p>These documents are issued by the relevant state/territory Supreme Court</p> <ol style="list-style-type: none"> <li>A certified copy of photo ID for each dependant and Legal Personal Representative</li> </ol>                                                                                                                                                                                                                                                              |
| <b>No Beneficiary Nomination</b>          | <ol style="list-style-type: none"> <li>A certified copy of the death certificate</li> <li>Statement of Dependency Form from any dependants</li> <li>Any supporting documentation to support Statement of Dependency (as referred to in the form)</li> <li>A certified copy of either: <ol style="list-style-type: none"> <li>A grant of Probate (if there is a valid Will);</li> <li>Letters of Administration (issued where (i) the deceased died with no Will (i.e. intestate, or there is no executor willing or available to apply for a Grant of Probate)</li> </ol> </li> </ol> <p>These documents are issued by the relevant state/territory Supreme Court.</p> <ol style="list-style-type: none"> <li>A certified copy of photo ID for each dependant and Legal Personal Representative</li> </ol>                                                                                                                                                                                                                                                            |
| <b>Reversionary nomination</b>            | <ol style="list-style-type: none"> <li>A certified copy of the death certificate.</li> <li>Statement of Dependency Form from the beneficiary</li> <li>Any supporting documentation to support Statement of Dependency (as referred to in the form).</li> <li>Pension Application Form signed by the beneficiary</li> <li>A certified copy of photo ID for the beneficiary</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |



## Frequently asked questions

### DO I NEED TO SEEK LEGAL ADVICE BEFORE I MAKE A CLAIM?

No. You do not need to engage a solicitor to lodge a claim. Our process is designed to be straightforward, and in most cases you (or your family) can complete the claim without legal assistance. If you need help at any stage, please contact us and we will guide you through the requirements.

You may still choose to seek independent legal advice. If you do, we suggest confirming the fees upfront and considering how those costs may affect your benefit payment. If you would like us to deal directly with your solicitor or another representative, you will need to provide written authority for them to act and communicate with us on your behalf.

### WHO IS A DEPENDANT?

**Dependants** include the client's spouse or de facto spouse (regardless of gender), children and anyone who was wholly or partially financially dependent on the client, or in an interdependency relationship with them, when they died.

**Spouse** is someone (regardless of gender) with whom the client is in a relationship that is registered under a law of a State or Territory (legally married) , or another person who, although not legally married to the person, lives with the person on a genuine domestic basis in a relationship as a couple (de-facto).

**Child** includes an adult child, adopted child, a stepchild or an ex-nuptial child of the client , a child of the client's spouse, and someone who is a child of the client within the meaning of the Family Law Act 1975.

A **financial dependant** is someone who relied on the client to help them meet their daily living expenses such as utility and household expenses, rent and shared financial commitments like mortgage repayments or other loans. This goes beyond occasional financial assistance; it involves receiving regular, consistent financial contributions.

An **interdependency relationship** may exist between two people if:

- they have a 'close personal relationship'; and
- they live together; and;
- one or each of them provides the other with financial support; and
- one or each of them provides the other with domestic support and personal care of a type and quality normally provided in a close personal relationship, rather than by a mere friend or house mate. OR
- they have a 'close personal relationship'; and they do not live together, nor provide each other with financial support, nor provide each other with domestic support and personal care because one or both suffer from a disability. OR
- they have a 'close personal relationship'; and
- they do not live together, nor provide each other with domestic support and personal care because they are temporarily living apart.

A close personal relationship is one where there is a clear and ongoing commitment between two people to provide emotional support and to promote each other's wellbeing. However, an interdependency relationship will not exist where the domestic support and personal care is provided:

under an employment contract or a contract for services; or

on behalf of another person or organisation (for example, a government agency, a body corporate, or a benevolent or charitable organisation).

You can learn more about dependants on the Australian Taxation Office (ATO) website.

## WHAT IS A FULL DEATH CERTIFICATE AND WHY IS IT NEEDED?

A certified copy of the **full death certificate** is required in all cases. A full death certificate is the official and complete record of the death and includes the cause of death.

## WHY IS CERTIFIED IDENTIFICATION NEEDED?

We require certified copies of identification documents for security purposes. This helps us confirm the identity of the person lodging the claim and the identity of each beneficiary.

## WHAT FACTORS CAN AFFECT THE TIME TAKEN TO PROCESS A DEATH CLAIM?

Timeframes can vary depending on the circumstances of the claim, including:

- delays in lodging the claim and/or providing requested information;
- missing or incorrect documents, or incomplete information on claim forms;
- deaths in unusual circumstances that require further investigation (including to confirm the cause of death and any insurance coverage);
- reports of potentially fraudulent activity, which require additional verification of the claim and policy documents;
- no valid binding death benefit nomination in place at the time of death;
- beneficiary details on a binding nomination not being current at the date of death;
- a challenge to the validity of a binding death benefit nomination after the client's death;
- where a beneficiary is a minor; and/or
- where a death benefit is payable to the client's Legal Personal Representative and a Grant of Probate or Letters of Administration is required (timeframes depend on the estate process).

## WHAT HAPPENS IF A VALID BENEFICIARY CANNOT BE IDENTIFIED?

If, after making reasonable enquiries, we cannot identify a dependant or Legal Personal Representative, the death benefit may be paid in accordance with the Fund's Rules (for example, to the deceased client's parents or siblings) or treated as unclaimed

superannuation and paid to the Australian Taxation Office (ATO). If it is paid to the ATO, the benefit is not forfeited and may still be claimed from the ATO by an eligible beneficiary.

## WHAT IS A LEGAL PERSONAL REPRESENTATIVE?

A **Legal Personal Representative** is generally the executor of the will or the administrator of the deceased person's estate. It can also include the trustee of the estate of a person under a legal disability, or a person who holds an enduring power of attorney granted by a person.

## PlatformplusWRAP Feedback & Complaint Process

PlatformplusWRAP is committed to delivering a high-quality experience for advisers and their clients. If something hasn't met your expectations, we welcome the opportunity to resolve it with you.

### OUR COMPLAINTS PROCESS

We have a clear and structured process for managing enquiries and complaints about our financial products and services, the service you have received, our staff, or the handling of a previous complaint. If you wish to lodge a complaint (excluding privacy-related matters), it can be directed to the Complaints Officer at PlatformplusWRAP via phone, email, or post using the contact details above.

Once your complaint is received, we will acknowledge it by phone, email, or post. Our team will investigate all aspects of the matter you have raised and work towards a fair and timely resolution. We will provide you with a response as soon as possible, and no later than 45 calendar days after receiving your complaint, unless a different timeframe is required under relevant legislation.

If your complaint is resolved to your satisfaction within five business days of receipt, we may not provide a formal written response unless you request one. This exception does not apply where your complaint relates to hardship or involves a decision by a trustee (or a failure by the trustee to make a decision), in which case a formal response may still be required.

For death benefit objections, the Trustee must provide a response no later than 90 calendar days after the expiry of the 28-day period allowed for objections. While we aim to resolve all complaints as quickly as possible, there may be times when additional time is required. If this occurs, we will keep you informed with progress updates and explain the reasons for the delay.



## HOW TO PROVIDE FEEDBACK OR LODGE A COMPLAINT

You can contact our Client Support team using the details below:

**Phone:** 1300 191 952 (Available 8:30am – 5:00pm EST, Monday to Friday (excluding national public holidays))

**Email:** [support@platformpluswrap.com.au](mailto:support@platformpluswrap.com.au)

## EXTERNAL DISPUTE RESOLUTION – AFCA

If you are not satisfied with the outcome, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides a **free, fair, and independent** dispute resolution service. Typically, complaints must first go through our internal process before AFCA will review them. You can contact AFCA using the details below:

**Website:** <https://www.afca.org.au/>

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Phone:** 1800 931 678

**Mail:** Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

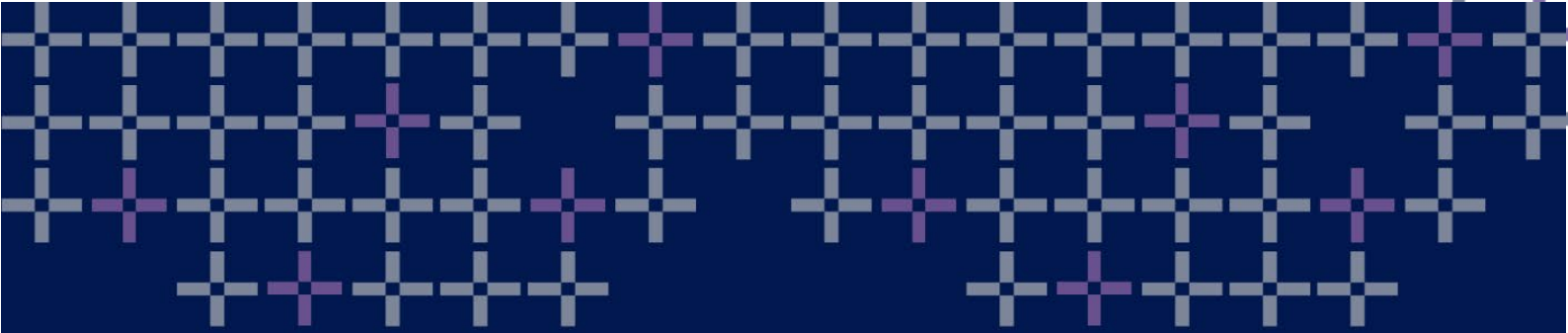
*Note: Time limits apply for lodging complaints with AFCA, so it's important to act promptly.*

## COMPLAINTS ABOUT YOUR FINANCIAL ADVISER

If your complaint relates to services provided by your Financial Adviser, please refer to your adviser's Financial Services Guide (FSG) for details about their complaints process. You may also wish to contact your adviser directly to discuss your concerns.

## PRIVACY QUERIES OR COMPLAINTS

If you have any questions or concerns about your privacy, you can contact the Privacy Officer at Equity Trustees. They can be reached by phone on 1300 168 905, by email at [clientsupport@platformpluswrap.com.au](mailto:clientsupport@platformpluswrap.com.au), or by post at GPO Box 1665, Melbourne VIC 3001.



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