



# Westpac NZ Staff Superannuation Scheme In-Tandem Members Death Benefit Claims

**This fact sheet explains the In-Tandem death benefit and how to claim it.**

The issuer of interests in the Scheme is the trustee, Westpac New Zealand Staff Superannuation Scheme Trustee Limited. If you are looking to join In-Tandem, make sure you also read the Product Disclosure Statement for the Scheme (available at [westpacnzstaffsuper.co.nz](https://westpacnzstaffsuper.co.nz) in the 'Documents & forms' tab).

This fact sheet is only intended to be a general summary, and is not a substitute for the trust deed governing the Scheme (**Trust Deed**). The provisions in the Trust Deed prevail over anything to the contrary in this fact sheet. The provisions of the Trust Deed may change in the future. Capitalised terms that are not defined in this fact sheet have the meaning given to them under the Trust Deed.

You may wish to keep a copy of this fact sheet with your Will.

It is important to make a Will and keep it up to date. Dying without an up to date Will can place financial and emotional strain on your family and delay payment of your benefit.

## What is the death benefit?

The death benefit is paid when an In-Tandem member dies while in Service (assuming the member has not previously become entitled to any other benefit). The benefit is a lump sum equal to:

- **Standard Benefit:** The balance in your Member Account and Company Account (if any) (noting that Category G members do not have a Company Account); plus
- **Additional Benefit:** An insured 'Additional Benefit' if you are aged under 65 and a member of Category E or F (subject to insurance cover and acceptance of the claim by the Insurer).

The 'Additional Benefit' (if available) will be the lesser of:

- 10% of your Salary at the date of your death multiplied by the number of complete years between the previous 1 July and your 65<sup>th</sup> birthday; or
- four times your Salary at the date of your death.

You'll find more information about the insured 'Additional Benefit' in the 'Additional Benefit' section of the Scheme's **Combined Other Material Information (OMI) document** (visit the Scheme website, [westpacnzstaffsuper.co.nz](https://westpacnzstaffsuper.co.nz), in the 'Documents & forms' tab, under 'Product disclosure statement and Other material information').

See also your most recent personalised Scheme annual report to see the most recent calculation of your death benefit, including any Additional Benefit, that would have applied in respect of your membership (assuming eligibility) at the time of calculation. That illustration of the benefit is not a guarantee that any application for the benefit will be accepted.

## Who could your death benefit be paid to?

The Trustee of the Scheme has a discretion as to how to distribute a member's death benefit. The Trustee may pay it to all or any of:

- your nominated beneficiaries (members are asked to nominate beneficiaries in the membership application form at the end of the Product Disclosure Statement for In-Tandem when they first join, and can make amendments at a later date too); or
- the executors of your Will (for distribution by them in accordance with your Will), or the administrators of your estate (for distribution of your estate under laws that apply if you do not have a Will); or
- your spouse, children or dependants.

If you have a spouse or long-term de facto partner when you die, your death benefit is likely to be 'relationship property'. The Family Court may in some cases override your nomination and the Trustee's discretion, and order some of the benefit to be paid direct to a spouse and/or partner.

We encourage you to update your nominated beneficiaries from time to time. A copy of the "Nomination of Beneficiaries" form is downloadable from the Scheme website at [westpacnzstaffsuper.co.nz/documents](https://westpacnzstaffsuper.co.nz/documents)

## How to lodge a claim for an In-Tandem death benefit

If a member dies while in Service, the deceased member's personal representative(s) (e.g. executor, administrator, spouse or other family member) or their lawyer can notify Westpac who will then in turn advise Mercer (N.Z.) Limited (the Scheme Administrator and the Scheme Secretary). Alternatively, get in touch with Mercer directly (see contact details below). Mercer will work with the personal representative(s) or their lawyer to request certified copies of certain documents.

## What documents or information is needed?

Once Mercer is advised of a member's death, they will work with the deceased's personal representative(s) or their lawyer to request certified copies<sup>1</sup> of the following documents:

- the full Death Certificate or Medical Cause of Death Certificate
- the Will (if applicable)
- the Letters of Administration where no Will is held
- Probate or Letters of Administration with Will Annexed (where a Will is held)
- the deceased's Birth Certificate
- any marriage certificates (if applicable)
- proof of bank account for payment
- any orders issued by the Family Court, i.e. divorce, decree nisi absolute, all financial and maintenance orders (if applicable), and
- ID documents (for example drivers licence, passport) for the person making the application.

Payment of the death benefit is made once the documentation is complete and **all** criteria are met.

<sup>1</sup>A certified copy of a document is a copy of the original document (such as a photocopy of a birth or marriage certificate) that is presented with the original document to an authorised person, such as a JP, lawyer, notary public, registered teacher, police constable, registered doctor, kaumatua or minister of religion who formally certifies in writing that the copy is a true copy of the original document.

The original certified copy of the document must be provided to the Trustee.

## How long is it likely to take for a death claim to be approved and paid?

Each case is different, but it can take several months to obtain all the information the Trustee and/or the Insurer of the Additional Benefit needs. To help keep delays to a minimum, the Trustee ensures a rigorous claims management process is adopted and aims to keep those concerned informed of the claim's progress.

## Who can I contact to find out how the claim is progressing?

The Scheme Administrator (Mercer) will be able to assist with any queries.

Please note that for privacy reasons, the Scheme Administrator will only provide information or assistance relating to an application if you are the deceased's personal representative(s) (e.g. executor, administrator, spouse or other family member) or their lawyer. If you have any concerns or complaints, please get in touch with the Scheme's Complaints Officer (whose contact details are below).

## Contact us

For any further information please contact:

### Westpac In-Tandem Helpline

Within New Zealand **0508 468 263**  
International **+61 3 8306 0969**

### Westpac In-Tandem Scheme Administrator

Mercer (N.Z.) Limited  
PO Box 1849  
Wellington 6140  
[westpacstaffsuper@mercerc.com](mailto:westpacstaffsuper@mercerc.com)

### Westpac In-Tandem Complaints Officer

Philippa Kalasih  
c/- Mercer (N.Z.) Limited  
PO Box 1849  
Wellington 6140

**04 819 2641**  
[philippa.kalasih@mercerc.com](mailto:philippa.kalasih@mercerc.com)