



# Employer quickguide

## What to do in case of a contributing member's death

### Inform us

When a member dies please inform your agencies contact promptly so that we may note the membership record. If you do not know your contact, you can call Employer Services on **1300 338 240**.

We have automatic processes for ceased memberships. It is presumed a membership has ceased due to resignation unless otherwise advised. Therefore it is important that we are informed of a death in order to ensure sensitivity.

### Request a benefit estimate ASAP

#### Reversionary benefits

There may be eligible dependants entitled to reversionary benefits from your deceased employee's superannuation entitlements. The appropriate benefit application form provides the definitions for an eligible spouse and eligible children (refer to the benefit forms under Quick links below).

It is not up to personnel to determine a dependant's eligibility. If the situation is not straightforward you should provide all available information to us to investigate.

The following copies of supporting documentation need to be provided before an estimate can be produced:

- Marriage certificate
  - Death certificate
  - Will
- and
- Full birth certificates for any children.



Commonwealth  
Superannuation  
Corporation

The information provided in this form is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation and needs. You may wish to consult a licensed financial advisor. You should obtain a copy of the relevant Product Disclosure Statement (PDS) and consider its contents before making any decision regarding your super.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243, AFSL: 238069, RSEL: L0001397

Defence Force Retirement and Death Benefits Scheme  
ABN: 39 798 362 763

Australian Defence Force Superannuation  
ABN: 90 302 247 344  
RSE: R1077063

Commonwealth Superannuation Scheme  
ABN: 19 415 776 361  
RSE: R1004649

Public Sector Superannuation accumulation plan  
ABN: 65 127 917 725  
RSE: R1004601

Military Superannuation and Benefits Scheme  
ABN: 50 925 523 120  
RSE: R1000306

Australian Defence Force Cover  
ABN: 64 250 674 722

Public Sector Superannuation Scheme  
ABN: 74 172 177 893  
RSE: R1004595

1922 Scheme  
DFRB Scheme  
PNG Scheme  
DFSPB  
CSC retirement income

To assist the deceased member's family and/or estate, we recommend you request a benefit estimate once supporting documentation has been provided. You will first need to obtain permission from the family and/or estate. Early attention to this matter may ease any financial stress on the member's family.

To do this, simply complete a PSS or CSS Benefit Estimate Request Form available on the scheme sites <http://www.pss.gov.au> and [www.css.gov.au](http://www.css.gov.au). Fax the completed form with supporting documentation to **02 6272 9801** or **02 6272 9802**.

These requests receive top priority. In most cases, the eligible dependant's benefit estimate will be faxed back to you within 24 hours once supporting documents have been received by us.

## 2. Provide a benefit application and fact sheet to the dependants

When forwarding the benefit estimate to the eligible dependent, please ensure that you also provide them with the relevant application form (Spouse or Spouse and children of deceased member benefit application) and the fact sheet – "The facts about death benefits".

These are available under Forms and Publications on the PSS or CSS websites.

### No eligible dependents

If there are no known eligible dependants, i.e. eligible spouse/de facto and/or eligible children, please complete a Departmental report of a resignation benefit application form and forward the Departmental report to us along with superannuation details and a covering letter clearly advising the date of death and details of the person responsible for looking after the estate. The following copies of supporting documentation need also be provided:

- Death certificate
  - Will
- and
- Statutory Declaration certifying that the member was not survived by an eligible spouse, and/or eligible children.

**Employers are not obligated to provide supporting documentation, however we cannot proceed with benefit estimates or benefit claims without this documentation. Your assistance in helping us obtain this is appreciated.**

## PSSap members

You should report the cessation of membership due to death through your payroll system or Employer Services Online directly. You should also notify Pillar, the administrator for the PSSap, as soon as possible of a death of a PSSap member by phoning **1300 725 171**.

Once an agency has reported the death of a PSSap member, Pillar will liaise with the family or estate in providing any estimate or insurance details. Employers will be contacted by us if additional information is required.

## For more information

Please refer to the Employer Administration Centre at [eac.csc.gov.au](http://eac.csc.gov.au) or the relevant scheme website.



**Email**  
employer.service@csc.gov.au



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