

What to expect with early release of super

We know it's a challenging time and aim to transfer your money as soon as possible. We're proud to say 95% of members' transfers happen in 5 business days of us receiving the ATO application.

Your money will be in your bank account in 10-14 days (including weekends)



Please wait 10-14 days for money to appear in your bank account

For 95% of members, the process is simple with no need to call us. We'll contact you if we need more information. 10-14 Days is estimated from when you receive the ATO's confirmation SMS (not from when you apply to the ATO). Your application could be with the ATO for up to 4 days before Rest receive your details. Rest take 5 business days to work through security measures, and your bank needs an extra 3-5 business days to allocate money to your account. Don't forget to add time in for weekends. If we need to contact members on more complicated requests, these payments could take longer to process.

Why it takes 5 business days to process payments

Before we transfer money, there's a few steps we need to take to protect it. See the next page for a day-by-day breakdown of what's involved.

More →

What to expect with Rest

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Day 1

- Upload your payment details.
- Protect your money by starting fraud checks.
- Start processing requests.

What we'll do

What you'll receive

- We'll SMS so you know we have your application.
- Email you a payment date.

Day 2

- We continue fraud checks and processing requests.

Day 3

- We continue fraud checks and processing requests.

- Email reminder of your expected payment date.

- SMS confirmation of money transferred.

Day 4

- We complete 95% of requests in readiness for payment.[^]

Day 5

- We transfer payments to 95% of bank accounts.

- Money transferred out of account shows in rest.com.au/memberaccess and Rest App.

Note:

[^]We may need to contact you to discuss a more complicated request, and will take longer than 5 business days to process these payments.