

When to use this form



Use this form if you are an assurer and you have provided a Bank Guarantee secured by a term deposit to secure an Assurance of Support and you are requesting the Bank Guarantee be released due to one of the following reasons:

- the Assurance of Support has expired. The Assurance of Support period starts from the date the visa applicant arrives in Australia, or the date that the appropriate visa is granted, whichever happens later.

For Contributory Parent visa categories, the Assurance of Support remains in force for 10 years from this date. For other visa categories, the Assurance of Support remains in force for 4 years except for Remaining Relative or Orphan Relative which are in force for 2 years.

The Commonwealth Bank term deposit period will not usually match the Assurance of Support period. The Commonwealth Bank term deposit will be released once the Assurance of Support period has ended.

Lodge this form **after** the Assurance of Support period has ended.

- the assuree under your Assurance of Support has died.
- you (the assurer) have been impacted by special circumstances during your Assurance of Support period.

Special Circumstances only apply in limited situations such as a severe illness or disability that has critically affected your ability to provide adequate support, or the assuree is entitled to and is receiving a non-recoverable income support payment or pension.

- you have been notified by the Department of Home Affairs that the visa application of the assuree(s) has been cancelled.

Financial hardship alone will not be considered a special circumstance to justify a release of the bank guarantee.

What else you may need to provide

You may be asked to provide the following with this form:

- a copy of the Acknowledgement of Deposit and Bank Guarantee issued by the Commonwealth Bank.
- the Assurance of Support expiry letter.
- Death Certificate for the assuree.
- medical evidence to support the severe illness or disability.

You may need to provide evidence to show the depletion of funds, such as bank statements and/or receipts from the date of onset.

- evidence that the assuree is entitled to and is receiving a non-recoverable income support payment or pension.
- the visa application cancellation letter from the Department of Home Affairs.

For more information

Go to servicesaustralia.gov.au/assurance or visit one of our service centres.

Call us on **132 850**.

We can translate documents you need for your claim or payments for free.

To speak to us in your language, call **131 202**.

Call charges may apply.

If you have a hearing or speech impairment, you can contact the **TTY service** Freecall™ **1800 810 586**. A TTY phone is required to use this service.



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Assurance of Support Bank Guarantee Release (SU631)

Filling in this form

- Use black or blue pen.
- Print in BLOCK LETTERS.

1 This question will help us determine your eligibility for the Bank Guarantee to be released

For information on reasons to release the Bank Guarantee, see Notes page 1.

I am requesting the Bank Guarantee be released, due to:


Tick all that applies

the Assurance of Support has expired **Go to 2**
(lodge this form **after** the Assurance of Support period has ended)

the assuree under my Assurance of Support has died **Go to 2**

I have been impacted by special circumstances during the Assurance of Support period **Go to 2**

I have been notified by the Department of Home Affairs that the visa application of the assuree(s) has been cancelled **Go to 2**

None of the above  You are not eligible to have the Bank Guarantee released.
Call us on **132 850** if you want to discuss your request.

2 Your Customer Reference Number (if known)

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3 Your name

Mr Mrs Miss Ms Mx Other

Family name

First given name

Second given name

4 Your date of birth (DD MM YYYY)

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5 Your permanent address

Postcode

6 Your postal address (if different to question 5)

Postcode

7 Your contact details

Home phone number

Mobile phone number

Work phone number

8 Did you apply to provide the Assurance of Support jointly with other assurers?

No

Yes

9 Details of **primary visa applicant**

The Assurance of Support period starts from when the visa applicant arrives in Australia or is granted the Assurance of Support affected visa, whichever happens later. The Bank Guarantee is only released once the Assurance of Support expires.

Family name

First given name

Second given name

Date of birth (DD MM YYYY)

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Gender

Male Female Non-binary

Subclass of visa the primary applicant applied for

Date visa was issued to primary applicant (DD MM YYYY)

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Date primary applicant arrived in Australia (DD MM YYYY)

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10 Details of **second visa applicant** (if applicable)

The Assurance of Support period starts from when the visa applicant arrives in Australia or is granted the Assurance of Support affected visa, whichever happens later. The Bank Guarantee is only released once the Assurance of Support expires.

Family name

First given name

Second given name

Date of birth (DD MM YYYY)

Gender

Male Female Non-binary

Date second visa applicant arrived in Australia (DD MM YYYY)

11 Were there any children under 18 years of age in the visa application?

No

Yes

12 Give details of term deposits you have lodged as security for the Bank Guarantee.

If you provided an Assurance of Support for 2 adults, you may have been asked to provide 2 separate term deposits. You should provide details of both accounts.

1 Branch number (BSB)
Account number
Amount \$
Account held in the name(s) of

2 Branch number (BSB)
Account number
Amount \$
Account held in the name(s) of

13 Has your Assurance of Support period expired?

Lodge this form **after** the Assurance of Support period has expired.

No *Go to next question*

Yes Date the period expired (DD MM YYYY)



Provide a copy of your expiry letter.

Go to 18

14 Has your assuree died?

No *Go to next question*

Yes Date of death (DD MM YYYY)



Provide a copy of the death certificate.

Go to 18

15 Have you suffered an illness or disability?

No *Go to next question*

Yes Date of onset (DD MM YYYY)



Provide a copy of your medical evidence and depletion of funds, such as bank statements and/or receipts from date of onset.

Go to 18

16 Is your assuree receiving a non-recoverable income support payment or pension?

No *Go to next question*

Yes Date the payments started (DD MM YYYY)



Provide a copy of the letter confirming payment.

Go to 18

17 Has the visa application been cancelled by the Department of Home Affairs?

No *Go to next question*

Yes Date it was cancelled (DD MM YYYY)



Provide a copy of the letter.

18 Do you have any other information you would like to provide in support of your request?

Financial hardship alone will not be considered a special circumstance to justify a release of the bank guarantee.

No Go to next question

Yes Give details below

If you need more space, provide a separate sheet with details.

Checklist

19 Which of the following documents are you providing with this form?

If you are not sure, check the question to see if you should provide the documents.

Copy of your expiry letter
(If you answered Yes at **question 13**)

Copy of the death certificate
(If you answered Yes at **question 14**)

Copy of your medical evidence and depletion of funds
(If you answered Yes at **question 15**)

Copy of the letter confirming payment
(If you answered Yes at **question 16**)

Copy of the letter from Department of Home Affairs
(If you answered Yes at **question 17**)

Privacy notice

20 You need to read this

Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacy

Declaration

21 I declare that:

- the information I have provided in this form is complete and correct and that the documents provided are genuine.

I understand that:

- Services Australia can make relevant enquiries to establish whether there is a relevant Bank Guarantee which can be released.
- giving false or misleading information is a serious offence.

Your signature



Date (DD MM YYYY)

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Returning this form

Return this form and any supporting documents:

- online** using your Centrelink online account. For more information, go to servicesaustralia.gov.au/centrelinkuploaddocs
- by post to
Services Australia
PO Box 7800
CANBERRA BC ACT 2610
- in person at one of our service centres, if you are unable to use your Centrelink online account.