



FUNERAL ARRANGER'S FAQ SHEET

01

CAN SUPERCARE HELP RECOVER AN OUTSTANDING DEBT?

Yes. SuperCare can gain Approval for outstanding funeral debts, up to a maximum of \$18,000. Debts from 1 day to 20+ years overdue can be recovered.

02

HOW LONG WILL IT TAKE TO GET THE FUNDS FOR AN OUTSTANDING DEBT?

SuperCare can gain Application approval for outstanding debts within 14-21 business days, with the funds released by the Super Fund in approx. 5 days.

03

CAN SUPERCARE GAIN APPROVAL FOR PREPAID FUNERALS?

SuperCare can gain approval for a Prepaid funeral service, when a terminally ill person seeks to have their funeral Prepaid.

04

WHAT DOCUMENTATION DOES THE FUNERAL ARRANGER NEED TO PROVIDE?

The Funeral service quote/invoice is the only documentation required for processing.

05

INTO WHICH ACCOUNT ARE THE APPROVED FUNDS RELEASED?

The approved funds will be released by the Client's Super Fund and deposited directly into the Client's nominated bank account.

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06

WHEN WILL THE FUNDS BE PAID TO THE FUNERAL HOME?

The Funeral home MUST be paid within 48 hours of the funds being deposited into the Client's nominated bank account. Note: Heavy penalties apply if the funds are not used for their intended purpose.

07

DO ALL SUPER FUNDS COMPLY WITH THE ERS LEGISLATION?

No. Currently, we are aware of Military Super and SuperSA not releasing funds under the current legislation.

ABOUT SUPERCARE

SuperCare was founded to have a profound, positive impact on Australian's health by eliminating the stress associated with financial pressure where medical intervention is required.

By focusing on a supportive process, education and personalised guidance, we extend health care access to patients and communities in need by facilitating an alternative funding option.

Our Consultants, together with our partnered Doctors, Surgeons and Medical professionals, including some of Australia's largest publicly listed health care providers are committed to delivering a premium service in a safe, secure and timely manner.

Together we are committed to excellence in everything we do.

