



## Visa information for DASP online

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We have improved our departing Australia superannuation payment (DASP) online application system.

The Department of Immigration and Border Protection (DIBP) now provide us with visa information when required. When applying for a DASP for your client, the *Visa information screen* will show whether or not they have held a working holiday maker (WHM) visa.

This means faster processing as we no longer need to hold applications for 14 days to validate visa information, before forwarding them to super funds.

### Incorrect visa details

If your client's visa details are incorrect (for example, the screen indicates they held a WHM visa and they never have):

- do **not** submit the application (or the wrong DASP tax rate may be used)
- you or your client must complete [Form 1194 Certification of Immigration Status and/or request to cancel a Temporary Resident visa \(PDF, 290KB\)](#) This link will download a file (<https://www.border.gov.au/Forms/Documents/1194.pdf>) and send it to the DIBP so they can investigate.

Your client must list you as an authorised contact with DIBP before you can enquire on their behalf.

#### See also:

- [Help with the DASP online application system \(/individuals/super/in-detail/withdrawing-and-paying-tax/super-information-for-temporary-residents-departing-australia/?page=7#Help\\_with\\_the\\_DASP\\_online\\_application\\_system\)](#)
- [Departing Australia superannuation payment \(DASP\) online intermediary application system \(/tax-professionals/services-and-support/working-online/departing-australia-superannuation-payments-\(dasp\)-online-system/\)](#)

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### Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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