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# Searching for lost super

How to check for lost member super accounts.

Last updated 7 October 2025

# What is lost super

Lost member super accounts are reported to the ATO by super funds. This happens where the member is either:

- uncontactable your fund has lost contact with you and your account hasn't received a contribution or rollover for 12 months.
  Changing your name, address or job can make you uncontactable
- **inactive** no contributions or rollovers have been received by your fund for 5 years.

Lost member super accounts are generally held by the super fund until they can get in contact with you. If that is not possible, your account may be transferred to the ATO as unclaimed super.

## What is unclaimed super

Unclaimed super is money your fund was required to transfer to us, that we hold until it can be paid to you or transferred to a super fund account.

Super that has been transferred to the ATO will appear as ATO-held super on the **Fund details** page in ATO online services.

# How to check for lost or unclaimed super

You can check if you have lost or unclaimed super by:

logging in to ATO online services through myGov ☐

- using the ATO app
- phoning the lost super search line
- contacting us
- completing a <u>paper form</u>
- third-party request
- asking your preferred super fund to check on your behalf.

See our **Super health check** for step-by-step instructions on checking for lost and unclaimed super, how to consolidate accounts and how to prevent lost super.

If you're not sure whether your employer is paying your super or which fund they're paying it to, refer to **Unpaid super from your employer**.

### ATO online services and the ATO app

In ATO Online, select **Super**, then **Fund details** to view lost and active super accounts.

If you have a lost member super account, the words **Contact fund** will appear next to the super fund name on the **Fund details** page in ATO online services.

If your fund has paid your super to us as unclaimed money, it will show as **ATO-held super** on this screen.

You can also review your super accounts by using the ATO app.

If your super has been transferred to us but isn't showing in ATO online services, it may be because the personal details provided by the super fund don't match the details we hold for you. Ensure your details are up to date with us and your super fund then contact the lost super search line.

## Lost super search line

Individuals and agents can complete a super check by phoning our automated Super Search line on **13 28 65**.

To use this service be prepared to provide the following information:

- your personal details
  - tax file number (TFN)

- name and any previous names used
- date of birth
- employment (if applicable)
- visa holder status (if applicable)

#### · your contact details

- current postal address
- any previous addresses
- daytime phone number
- email address (if applicable)

### details of any super fund where contributions may have been made on your behalf

- super fund name
- member account number
- beneficiaries
- period of contributions

#### if your super fund has transferred super to the ATO and you can't see it on ATO online

- the amount of unclaimed superannuation money (USM) transferred to the ATO
- the date your super fund paid the USM to the ATO
- any payment reference numbers
- all supporting documentation you have.

#### Contact us

You can also **contact us** on **13 10 20** to speak with a customer service representative about your lost super, between 8:00 am and 6:00 pm, Monday to Friday.

## Completing a paper form

You can download the following form:

Searching for lost and unclaimed super (NAT 2476, PDF 256KB) 

□

Complete your form and send it to:

AUSTRALIAN TAXATION OFFICE PO BOX 3578 ALBURY NSW 2640

## Third-party requests and action available

#### **Deceased estate**

See Accessing a deceased person's tax and super information.

### Public trustees and their representative

See Public trustees and private trustee companies - Day 1 Notification

If you are acting under authorisation of a Public Trustee, they must notify us of your appointment to act for the client using the Day 1 Notification prior to you seeking access to client information.

### Tax agent

View your client's super details using Online services for agents.

From the client's profile, select the **Super** menu, then **Fund details**.

## Other third parties

- Where possible, **encourage your clients to obtain the information themselves** either online or from their super funds.
- If you have not previously been added as the individual's authorised contact
  - ensure the **Declaration** section of the *Searching for lost and unclaimed super* (NAT 2476) form (available above or via the ATO forms and instructions page) has been signed by the individual, or
  - attach a signed written authorization document from the individual.
- If you're a legal practitioner, requests must only be made for tax purposes and submitted via Online services for business.

### More information

For more information on super, see:

- Departing Australia superannuation payment (DASP)
- Keeping track of your super
- · Super for individuals and families

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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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