



Searching for lost and unclaimed super

How to check for lost or unclaimed super accounts.

Last updated 19 June 2026

What is lost super

Lost super accounts are reported to us by super funds. Your super may be reported as lost if you are:

- **uncontactable** – your fund has lost contact with you and your account hasn't received a contribution or rollover for 12 months. This can happen if you change your name, address or job.
- **inactive** – your account has not received a contribution or rollover for 5 years.

Lost super is held by your super fund while they try to contact you. If that is not possible, your account may be transferred to us as unclaimed super.

What is unclaimed super

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

Unclaimed super transferred to us is called 'ATO-held super'. Super that has been transferred to us is called ATO-held super in ATO online services on the **Fund details** page.

See [ATO-held super](#) for more information.

How to check for lost or unclaimed super

You can check for lost or unclaimed super by:

- using [ATO online services or the ATO app](#)
- phoning the [lost super search self-service line](#)
- [completing a paper form](#)
- asking a [third party](#) to check on your behalf
- asking your preferred super fund to check on your behalf.

For step-by-step instructions on checking for lost super, consolidating accounts and preventing lost super, see [Super health check](#).

If you're not sure which fund your employer is paying your super to, ask them.

If you think your employer is not paying your super, see [Unpaid super from your employer](#).

ATO online services and the ATO app

Use ATO online services through myGov to check your super account. Once you are logged in, select **Super**, then **Fund details** to view lost and active super accounts.

[Log in to ATO online services](#)

If you have a lost member super account, **Contact fund** will appear next to the super fund name.

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 check your super accounts using the [ATO app](#).

Can't see your unclaimed super?

If you have been told your super has been transferred to us, but you can't see it 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.

You will need to:

1. Check your details with us are correct, and [update your details](#) if necessary.
2. Check your details with your super fund are correct and update them if needed.
3. Phone the [lost super search line](#).

Lost super search – self-service line

Individuals and tax agents can complete a super check by phoning our automated self-service line on **13 28 65**.

Before you call, have ready:

- **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 that may have received contributions for you**
 - super fund name
 - member account number
 - beneficiaries
 - period of contributions.
- **details of unclaimed super transferred to the ATO that is not showing in ATO online services**

- 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.

If you are unable to use the self-service line, you can phone our superannuation enquiries line on **13 10 20**.

Complete a paper form

Download [Searching for lost and unclaimed super \(NAT 2476, PDF, 256KB\)](#) .

Send your completed form to:

**AUSTRALIAN TAXATION OFFICE
PO BOX 3578
ALBURY NSW 2640**

Third-party requests

A number of third-parties are able to contact us to enquire about lost super:

- [Representatives of deceased estates](#)
- [Public trustees and their representative](#)
- [Tax agents](#)
- [Other third parties](#).

Representatives of deceased estates

See [Accessing a deceased person's tax and super information](#) for information on:

- who is authorised to request information
- what information we can provide.

Public trustees and their representative

If you are acting under the authorisation of a Public Trustee, they must notify us of your appointment to act for the client before you seek access to client information. See [Public trustees and private trustee companies – Day 1 Notification](#) for more information.

Tax agents


Tax agents can view their 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 through ATO online services or from their super funds.

If you have not previously been added as your client's [authorised contact](#), you need to:

1. Download the form [Searching for lost and unclaimed super \(NAT 2476, PDF, 256KB\)](#) 
2. Complete the form and make sure the **Declaration** section has been signed by **your client**.
3. Prepare a written authorisation document and have your client sign it.
4. Send the form and the signed written authorisation to

AUSTRALIAN TAXATION OFFICE
PO BOX 3578
ALBURY NSW 2640

QC 19313

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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