



Australian Government

Youpla Group funeral benefits program

treasury.gov.au/youpla

Processing your application

When we receive your application we will:

<input type="checkbox"/>	Check your Application Form and documents	
<input type="checkbox"/>	Confirm the details of the Youpla funeral expenses policy	
<input type="checkbox"/>	Confirm the policy was in place on or after 1 April 2020	
<input type="checkbox"/>	Confirm who the policy covers	
<input type="checkbox"/>	Confirm the policy amount	
<input type="checkbox"/>	Check who is named to get a payment under the policy	
<input type="checkbox"/>	Assess your application and make a decision to approve or not approve within the following timeframes:	
Activity and timeframe	Start reviewing your application	2 days
	Work with you to finalise application if required	1 week
	Assess eligibility	1 week
	Notify you of outcome	2 days
	If approved, make payment	2 weeks
<input type="checkbox"/>	Write to you to confirm our decision at your address and email	

We may need to get in contact with you if:

<input type="checkbox"/>	We need any more information
<input type="checkbox"/>	You are not the person named to receive a payment under the policy

If we approve your application, we will make the payment to your nominated bank account, and/or the funeral director if this is what you would like us to do.