Members of KiwiSaver schemes may be able to withdraw their savings (except for $1,000 and any funds transferred in from an Australian Complying Superannuation Scheme) to put towards buying their first home. To qualify, they need to have been a KiwiSaver member for at least three years.

First Home Grant
In addition to a first home withdrawal, after three years of contributing to KiwiSaver, a member may be entitled to the First Home Grant. The Grant is administered by Kāinga Ora (formerly Housing New Zealand). Qualifying members may be entitled for a Grant of up to $5,000 for existing houses and $10,000 for new builds, depending on certain criteria. Terms and conditions apply and all enquiries about the First Home Grant should be directed to Kāinga Ora. For more information go to kaingaora.govt.nz.

Application process
To whom do I apply to withdraw my KiwiSaver funds to help me buy my first home?
You need to apply to Mercer, your KiwiSaver provider if you want to make a first home withdrawal.

When can I apply?
You can apply for a KiwiSaver First Home Withdrawal after you have been a member of KiwiSaver for three years.

How can I apply?
You need to complete a First Home Withdrawal application form and post it to Mercer, along with all required supporting documents. You can download the form at www.mercerfinancialservices.co.nz or request it by calling the Helpline on 0508 MERCER (0508 637 237).

Approval and payment process
How long will it take to process my application?
In all circumstances, Mercer will require a minimum of 10 working days from receipt of the fully completed form in order to process your application. You will also need to provide a copy of the agreement for sale and purchase of your intended first home plus a certificate from your solicitor.

Who will approve my application?
Mercer’s team will review your application and make a decision based on the information you provide. We will consider your application very carefully to ensure you satisfy the eligibility criteria. Please ensure that all information is correct and you have completed all the required fields and provided all the necessary supporting documents when you submit your withdrawal form. If we find that information is not correct or is missing, your application will be returned to you and the withdrawal process may take longer. The application will be halted until the correct/complete information is received.

Where will the payment be made?
If approved, the payment will be made to your solicitor’s bank account.
**KiwiSaver First Home Withdrawal Guide**

**Can the withdrawal be paid directly to me?**
No, Mercer is required to pay the first home withdrawal directly to your solicitor.

**What happens if the house sale falls through?**
The withdrawal payment made to your solicitor will be returned to Mercer and the funds will be credited to your KiwiSaver account at the unit price available on that day. You will need to make a new application if you find another property.

**Eligibility criteria**

**How do I know if I qualify?**
To qualify you have to be a member of a KiwiSaver scheme (or complying scheme) for three or more years.

*You must be buying your first property, to live in, not as an investment property.*

**Can I still qualify if I owned a property before?**
If you have owned a property before, you may still be able to withdraw your contributions under the KiwiSaver second chance home withdrawal scheme. You will need to satisfy criteria determined and assessed by Kāinga Ora. For more information go to kaingaora.govt.nz.

You will need to provide a letter from Kāinga Ora to Mercer stating that you qualify for the second chance withdrawal.

If you have made a KiwiSaver first home withdrawal before, you will not qualify for the second chance home withdrawal.

**What can I use this money for?**
The KiwiSaver first home withdrawal must be used to help you buy your first property in New Zealand. It cannot be used to buy an investment property.

If you're buying or building on Māori land, you will need to provide a copy of your right to occupy the Māori land.

**Amount available to withdraw**

**How much can I withdraw?**
You must leave a minimum of $1,000 in your KiwiSaver account after a withdrawal is made. Funds transferred into your KiwiSaver account from an Australian Complying Superannuation Scheme cannot be withdrawn for the purchase of a home.

**How will the withdrawal amount be calculated?**
There are a number of factors which can impact the final amount paid and its availability. To calculate the final amount, we'll use the unit prices available at the time the withdrawal is processed by the administrator. Unit prices can change daily. Unit prices can be viewed when you sign into your account online at www.mercerfinancialservices.co.nz.

At the time of the withdrawal you may have had other deductions processed to your account balance, such as fees.

**How many times can I make this withdrawal?**
You can only make this withdrawal once, after being a member of a KiwiSaver scheme for three or more years.

**If I make the withdrawal, will my contributions during the year still be eligible for Government Contributions?**
Yes, all contributions made by you into your KiwiSaver account will qualify for Government Contributions.

**First Home Grant Questions**

**What has happened to the KiwiSaver HomeStart Grant?**
The KiwiSaver HomeStart Grant has been replaced with the First Home Grant.

Visit kaingaora.govt.nz

**What are the benefits of the First Home Grant?**
The First Home Grant offers incentives for new builds and can help you get into your first home faster.

New price caps for different locations around New Zealand apply.

**Where can I go to get more information?**
Please contact Kāinga Ora, as they are responsible for processing the Grant. You can either e-mail your query to firsthome.enquiries@kaingaora.govt.nz or call the Kāinga Ora Helpline on 0508 935 266.