



Paul Melling Retirement Planning

A Guide to Updating Centrelink with your Income and Assets

To update Centrelink with your Income and Asset details the following options are available to you. Note: **Always quote your CRN # when dealing with Centrelink.**

Always keep a copy of correspondence sent to Centrelink as proof.

1. **Post a letter** to Centrelink, detailing your updates with supporting documentation, if required, to:
Centrelink - Reply Paid 7800
Canberra BC ACT 2610
Centrelink advise: Allow for a 2 month time frame for this to be processed before following up. When following up, do so by phone to 132 300 (details on next page).
2. **Fax a letter** to Centrelink, detailing your updates with supporting documentation, if required, to: 1300 786 102
Centrelink advise: Allow for a 2month time frame for this to be processed before following up. When following up, do so by phone to 132 300 (details on next page).
3. **Visit** your local Centrelink branch with your supporting documentation.
Check with staff member as to time frame for update. When following up do so by phone to 132 300 (details on next page). If visiting a Centrelink centre, get there early – ideally as soon as the centre opens.
4. **Call the Centrelink Older Australians Line on 132 300** following the steps below: *It may take around 4mins to get through the automatic voice response system and be placed on hold, but this should get you to a Centrelink officer who can update your records on the spot. The Centrelink Staff have the discretion to request further supporting documentation if they deem it necessary.*
5. **Online** using a MyGov account – we strongly recommend this fast and efficient method - (see page 3 for details of how to register)
6. On your **Iphone** or **Ipad** using the **Centrelink Express Plus** app available from the Apple App Store



If you need any assistance please email us at Centrelink@melling.com.au

Navigating the Centrelink Older Australians Line 132 300

1. You will be asked to **say your CRN nine-digit number and letter**, if by voice. Letter not required if using your keypad.
2. You will listen to Hank Jongen talk about choices, but stay on hold until you are offered “are you calling about something else”? **Say, “something else”**
3. You will be asked the reason for the call? **Say, Income and Assets**
4. You will be asked are you calling about income and assets? **Say YES**
5. You will be asked is this about Aged Care Fees? **Say NO**
6. You will be asked if you are a Financial Adviser or Planner? **Say NO**
7. You will listen to a spiel about Asset changes and will be asked do you want to hear again, provide feedback or speak to an operator. **Say “operator”**
8. After a short spiel about treating their staff with respect and courtesy, you will be advised you are now on hold and they will quote the expected wait time.

Complex Issues: Some areas regarding updating of Real Estate, Trusts, **unlisted Shares etc, are assessed by the Complex Assessment office and can take up to 6 months to be processed, before you should follow up.**

Registering for online services using MyGov

With a myGov account, you can access Centrelink, Medicare, health records as well as other government online services in one place, with just one username and password.



To create a MyGov account go to my.gov.au

Welcome to myGov

About myGov Security

Create a myGov account

Select "Create a MyGov Account"

Enter email address and then complete the application process.

Once you have set up your myGov account you need to link your Centrelink online account to myGov. If you don't have a CRN, you need to first **register for a Centrelink online account_ at www.centrelink.gov.au**

Enter your email address

To create a myGov account, you need to have an email address that belongs to only you.

Your email address (required) ?

You can use this email address for:

- Signing into myGov
- Receiving confirmation codes
- Resetting passwords
- Receiving notifications
- Recovering your account

☐ I accept the myGov [terms of use](#) (required)

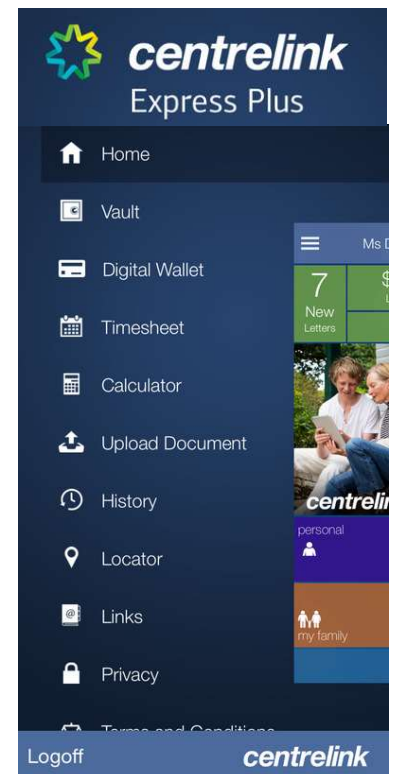
Using Centrelink Express Plus on your iphone or ipad

Register for a Centrelink online account if you don't already have one.

1. Download and open the Express Plus Centrelink mobile app from the app store.
2. Enter your Customer Access Number and password.
3. Answer your Centrelink secret question to set up your 4 digit PIN.

With Express Plus Centrelink you can:

- update your contact details
- view your online letters
- view your payments and transaction history
- capture and upload documents
- view your digital concession cards



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Obtaining Centrelink Schedules

Centrelink Schedules can be obtained from the following sources:

<u>Retirement Income Provider</u>	<u>Email</u>	<u>Phone</u>
Colonial First State (FirstChoice)	contactus@colonialfirststate.com.au	131 336
Challenger (Annuities)	info@challenger.com.au	133 566
AMP Annuities	ris_enquiries@amp.com.au	131 267
MLC	Services@mlc.com.au	132 652
TAL (Tower Life)	customerservice@tal.com.au	1300 209 088

Are you are getting the correct pension level ?

You can check if you are currently receiving the correct level of pension at the website www.yourpension.com.au

We would be very happy to assist you in this process, please email your request to Centrelink@Melling.com.au

Centrelink Complaint Line

If you find you are not having any success in communicating with Centrelink, you can contact their complaints line on **1800 132 468**.

If you need any assistance please email us at Centrelink@melling.com.au