

If not delivered: Locked Bag 8900 CANBERRA ACT 2601



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Customer Reference Number: 123 456 789A



Australian Government

Department of Human Services

centrelink

Mr. John Citizen
123 Sample Address
Greenway, ACT 2900

AP Article Id:
RPR33 BH900 05400 00000 17600



09 October 2019

Dear Mr Citizen

We need you to check and update your past income information

We need to make sure that you received the right amount of payments from us in the past.

The Australian Taxation Office (ATO) has given us information about how much income you earned from work in the past.

The information from the ATO is different to the information you reported to us.

We need your help to check and update your information. You need to do this even if you haven't received any Centrelink payments for a while.

What do you need to do?

You have **28 days** from when you receive this letter to update your information. Over the page, you'll find the information we have received from the ATO. Please check this carefully.

Then, go to **humanservices.gov.au/confirmincome** and select 'Start here'. Enter:

- your Customer Reference Number (CRN): 123 456 789A, and
- your confirmation code: SAMPLE CODE.

OR

Go to **my.gov.au** and sign in to access your Centrelink online account.

Documents like payslips or bank statements will help you to do this. We understand you may not be able to get these quickly. That's ok – you can ask for more time if you need it.

If you don't check and update your information, we will use the details we already have, including the information from the ATO. This might mean you have to pay money back.

If you need help, go to humanservices.gov.au/checkpastincome or call us on **1800 061 838**.

Yours sincerely

National Manager,
Compliance Programme

Your Customer Reference Number is 123 456 789A



Past income information

The information the ATO has sent us is below. Please check this information carefully, including the dates. Then go online to check and update your information. We explain how to do this on the first page of this letter.

Employer	Sample Employer 1
Dates of Employment	01.JUL.2017 to 30.JUN.2018
Earnings	\$28,621.00
Employer	Sample Employer 2 (employer)
Dates of Employment	15.MAR.2018 to 10.MAY.2018 (Employment Period)
Earnings	\$(earnings) \$1,948.00
Employer	Sample Employer 3
Dates of Employment	01.JUL.2017 to 01.JUL.2017
Earnings	\$123.00

If you need an interpreter

This letter contains important information. If you need an interpreter, please call us and we will arrange for someone to talk to you in your preferred language about this letter.

Privacy and your personal information

The privacy and security of your personal information is important to us, and it is protected by law. We need to collect this information so we can process and manage your applications and payments, and provide services to you. We may collect information from third parties so we can contact you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to humanservices.gov.au/privacy

Data matching activities

We undertake regular data-matching activities in line with the *Data-matching Program (Assistance and Tax) Act 1990*, the Office of the Australian Information Commissioner's Guidelines on Data Matching in Australian Government Administration and social security law. This includes matching with the:

- Australian Securities and Investments Commission
- Australian Taxation Office

- Commonwealth Superannuation Corporation
- Department of Jobs and Small Business
- Department of Health
- Department of Social Services
- Department of Home Affairs
- Defence Housing Australia
- Department of Corrective Services in each state and territory
- Registrar of Births, Deaths and Marriages in each state and territory
- public and private education providers in each state and territory.

To make a complaint or give us feedback

We aim to resolve your concerns as quickly as possible. If you want to make a complaint or give us feedback you can:

- call our feedback and complaints line on **1800 132 468**
- go to **humanservices.gov.au/feedback** for other options.

If we are not able to resolve your complaint to your satisfaction, you can contact the Commonwealth Ombudsman by going to their website ombudsman.gov.au or calling them on **1300 362 072**.