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Reference: **407 530 405S**



Blue Chip Super Pty Ltd
PO Box 1777
WOLLONGONG DC NSW 2500



Australian Government

Services Australia

centrelink

23 March 2021

Your Nominee Arrangement

You have been appointed as a correspondence nominee for Rada Mojsoski, Customer Reference Number 201 040 092X. This arrangement will stay in place until it is cancelled.

What you need to know

As Rada's correspondence nominee, you can now act on their behalf. This means that you must tell us **within 14 days** (28 days if living outside Australia) of any changes in Rada's circumstances.

Authorised staff can view and update Rada's payment related information and manage your organisation's details online. They can do this by going to **servicesaustralia.gov.au/business** and logging in to business online services.

As a correspondence nominee, you can also:

- complete Centrelink forms and statements on Rada's behalf
- attend some appointments
- give us documents relating to Rada's circumstances
- request relevant information about Rada's details
- update Rada's details online, over the phone or in person.

Rada will continue to receive their Centrelink correspondence. At the same time, a copy of their correspondence will be sent to you.

What you must tell us

You must tell us **within 14 days** (28 days if residing outside Australia) of any change in your circumstances which affects or is likely to affect your ability to continue acting as Rada's nominee. This includes a change in your address.

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Contact information

For online services

 my.gov.au



ExpressPlus mobile apps

For more information

 servicesaustralia.gov.au

For complex enquiries

 **132 300**

Multilingual Services **131 202**

What you should know

You have a legal obligation to always act in Rada's best interests. You must also comply with the confidentiality provisions of social security or family assistance law, and any personal information we provide may only be used to help you with your dealings with us on Rada's behalf.

You or Rada can ask us to cancel or review this arrangement at any time.

More information

For more information about nominee arrangements, please go to servicesaustralia.gov.au/nominees

If you are outside Australia, please call us on the number shown in the **How to contact us if you live outside Australia** section of this letter.

Your reference number is 407 530 405S

If you do not agree with a decision we have made

- Contact us so we can check the details and explain the decision.
- Contact us and ask for a review of the decision. We will change it if it is wrong.
- Contact the Administrative Appeals Tribunal (AAT) if you do not agree with the review officer's decision.
- If you do not agree with the decision of the AAT you may be able to appeal further. For more information about the AAT, please go to aat.gov.au

All of the above are free of charge

If you do not agree with a decision we have made, contact us as soon as possible. It is important to ask for a review **within 13 weeks** of being notified about the decision. If your request for a review is more than 13 weeks after being notified and the decision can be changed, you may only receive your entitlement from the date you requested the review.

There is no time limit for a review of a decision about money you owe us. However you may have to pay back the money while the decision is being reviewed.

Privacy and your personal information

The privacy and security of your personal information is important to us, and 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 only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacy

How to contact us if you live outside Australia

If you have any questions or would like more information, please go to servicesaustralia.gov.au/australiansoverseas or call us direct (free charge) on

Austria 0800 295 165
Canada 1888 2557 493
China (North)* 10 800 6100 427
China (South)* 10 800 2611 309
Denmark 8088 3556
Germany 0800 1802 482
Greece 0080 0611 26209
India 000 800 61 01098
Indonesia 001 803 61 035
Italy 800 781 977
Republic of Korea 003 081 32326
The Netherlands 0800 0224 364
New Zealand 0800 441 248
The Philippines 1800 1611 0046
Poland 00 800 6111 220
Portugal 800 861 122
Singapore 800 6167 015
Spain 900 951 547

Thailand 001 800 611 4136
Turkey 00 800 6190 5703
United Arab Emirates 800 061 04319
The United Kingdom 0800 1695 865
The United States of America 1866 3433 086

If this free service is not available in your country, please call us on (+61 3) 6222 3455 (call charges may apply) or speak to your local telephone provider to discuss the cheapest way to call us.

You can also contact us by writing to:

Services Australia
Centrelink International Services
PO Box 7809
Canberra B.C. ACT 2610 Australia

If you write to us, please include your telephone number, area code and your reference number, which is shown at the top of this letter, so we can contact you.