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Reference: **421 199 536S**



**Australian Government**

**Services Australia**

**centrelink**

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SPAIN

20 September 2022

## Your Age Pension

**Immediate payment** 25/08/2022 to 07/09/2022 due on 23/09/2022

**\$373.93**

**Payment** from 08/09/2022 — 21/09/2022 due on 29/09/2022

**\$382.45**

**Regular Payment** from payment date 13/10/2022

Age Pension

\$575.07

Plus Pension Supplement

+ \$16.22

**Total**

**\$591.29**

### Information used for calculating your regular payment

Annual Income . . . . . **\$5,347.68**

### ► Important Information

- Your repayment amount may vary if there is a change in your circumstances (e.g. your income changes).

## Contact information

For online services



**my.gov.au**



**ExpressPlus mobile apps**

For more information



**servicesaustralia.gov.au**

For complex enquiries



**(+613) 6222 3455**

## Your reference number is 421 199 536S

### What you must tell us

You must tell us **within 14 days** (28 days if residing outside Australia) if any of the changes listed below happen or are likely to happen to you and/or your partner (if you have one). If you get a Reporting and Income Statement, report your earnings or changes in circumstances on your reporting day.

This is an information notice given under social security law.

- **Income:** Your or your partner's gross income changes. Changes means your income starts, stops, recommences or amounts vary. Gross income includes, but is not limited to:
  - **Earnings:** Employment income; if you voluntarily salary sacrifice earnings into a superannuation fund; paid leave such as annual, long service or sick leave, sick or accident insurance; or commissions, director's fees and non-cash fringe benefits from your employer.
  - **Business:** Net profit from sole trader or business operation, private company or trust that you control; director's fees, dividends and distributions; or any new involvement or changes to your involvement in a business, company or trust.
  - **Pensions and annuities:** An income stream from an allocated, lifetime or term pensions and annuities, defined benefit pensions or income streams or pensions from other countries.
  - **Other income:** Income from rent, boarders or lodgers, lump sum payments, other regular payments, regular gifts or allowances, other government payments, matured life insurance policies, fringe benefits or any other income from any source (including income from other countries).
- **Financial Investments:** Financial investments attract deemed income. Tell us if there is a change of \$2,000 or more to the value of your and/or your partner's combined financial investments. This includes but is not limited to buying and selling shares or managed investments, receiving any bonus shares, changes to bank account balances, changes to details of loans made or you open any new accounts.
- **Compensation:** Tell us **within seven days** if you and/or your partner will receive, have received or are likely to receive compensation.
- **Assets:** If the value of your and/or your partner's combined assessable assets change by \$1,000 or more. Changes include buying, receiving, selling or giving away assets. Assets include, but are not limited to, the value of goods, cars, boats, furniture, money, investments, real estate (including real estate in other countries), personal property, any interest in any property, trust or company, home equity conversion loans, money/loans owed and any other right or interest in any other asset (including assets in other countries).
- **Gifting assets:** When you give away any assets (including cash or investment) or sell any assets for less than market value.
- **Start or stop work:** Including unpaid or voluntary work, seasonal work, any form of profession, trade, business or self-employment.
- **Address:** Tell us when you change your residential or postal address. If your mail is returned to us because you are not at your address your payments may stop.
- **Rent Assistance:** (if you get Rent Assistance) Tell us if you stop paying rent or the amount of rent changes, start or stop sharing your accommodation or start to pay rent to a State, Territory or Commonwealth Housing Authority.
- **Household:** Tell us if you marry; are in or commence a registered or de facto relationship (either opposite or same sex); reconcile with a former partner or start living with someone as their partner; separate from your partner or your partner passes away; have a baby or have a child come into your care, start to share the care of a child, change the amount of time the child spends living with you or if an immediate family member passes away.

### What you must also tell us

- **Prison:** If you are sent to prison or charged with an offence and are in custody on remand.
- **Admission into institution:** If you are admitted to an institution.
- **Child under 16 years of age:** (even if the change is temporary) Leaves home, is granted a pension, benefit or allowance, stops being a full-time student, starts working or has increased income,

goes to prison, is admitted to a psychiatric institution or turns 16 years of age.

- **Other:** Sell, rent out or dispose of the home you live in; move into or out of a nursing home, hostel or retirement village; leave your home forever or for more than 12 months or your Australian residence status changes.
- **Bank account:** Tell us if you close, change or can no longer use the account your payments are sent to.
- If you are residing outside Australia - please note: You are allowed 28 days to tell us of any changes in your circumstances; all amounts shown are in Australian dollars; if you are paid by direct deposit, you must tell us before you close or change your bank account; you must also tell us if you return to Australia or go to another country. Please tell us at least six weeks before you travel so we can tell you how it might affect your payment.

### How to tell us

You can tell us about these changes by:

- going to **my.gov.au** and signing in to access your Centrelink online account. If you do not have a myGov account, you can create one and link it to your Centrelink online account.
- using the **Express Plus Centrelink mobile app**. You can download it to your mobile device. For information, go to **servicesaustralia.gov.au/expressplus**
- visiting one of our service centres.

### If you do not understand or agree with a decision we have made

- You can contact us and we will explain the decision. We may be able to resolve your concerns without a formal review.
- You can apply for a formal review of the decision. We can change the decision if it is wrong. This review is free.

It is important to apply for a formal review within **13 weeks** of being notified about the decision. You can still apply after this time. However if we change the decision, it may only take effect from the date you applied for the formal review.

Go to **servicesaustralia.gov.au/reviewsandappeals** for more information.

If you do not agree with the outcome of the formal review, you can apply to the Administrative Appeals Tribunal (AAT). The AAT is an independent body which can review a range of decisions made by Services Australia. The AAT can only review a decision that we have reviewed. For more information about applying to the AAT, please go to **aat.gov.au**

### 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**

### 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**, or
- go to **servicesaustralia.gov.au/feedback** for other options.

If this does not resolve your concerns, you can make a complaint to the Commonwealth Ombudsman at **ombudsman.gov.au** using the online complaints form. If you are unable to complete the online form, you can call them on **1300 362 072**.