



请及时更新您的个人信息

我们会通过审查来确保人们获得正确的补助金额。我们还会检查人们是否有资格获取补助。我们知道大多数人都行事正确，会在生活发生变化时及时告知我们。然而，有少数人却误导我们来牟取高于其应得的补助，或试图获取本不应得的补助。

我们会与那些有可能领取过多补助的人取得联系。

我们向您发送信件的原因

如果我们向您发送了信件，那么这表明我们持有来自其它政府部门的有关您收入的信息。该信息与您提供给我们的信息有出入。

您需要如何应对

请务必认真对待这封信件。我们的来信是让您检查、更新并确认您的收入和工作信息。您需要准备一份您的收入证明，比如工资单或银行结算单。

如何确认您的收入

您可以在线确认您的收入。您可以登录 myGov，或使用信中的代码。

您还可以拨打 employment income confirmation 的电话 **1800 086 400**，然后按 1 获取帮助。您可以要求使用口译员，协助您听明白我们的问题。

- a. 在 myGov 上确认：
 - i. 登录 myGov，然后点击 Centrelink
 - ii. 选择 reminders 选项框，或者在左上角的菜单中选择 compliance，然后点击 employment income
- b. 如果您通过信件中提供的代码确认，则需要准备下列信息：
 - i. 您的 Customer Reference Number (CRN)和信件中的确认代码
 - ii. 电子邮箱地址或手机号码，以便我们向您发送一个安全代码
 - iii. 您的 Medicare 卡和澳大利亚驾照或护照

我们还专门设立了电话专线 **1800 086 400**，来解答您的疑问并协助您明确您的收入。

欲了解更多信息

- 更多英文信息，请见 humanservices.gov.au/compliance

- 阅读、收听或观看用您的语言准备的书面、音频或视频资料，请访问 humanservices.gov.au/yourlanguage
- 拨打电话 **131 202**，用您的语言与我们讨论有关 Centrelink 补助和服务事宜
- 拨打 Translating and Interpreting Service (TIS National) 的电话 **131 450**，用您的语言与我们讨论有关 Medicare 和 Child Support 补助和服务事宜
- 前往服务中心咨询。

免责声明

本出版物中所含信息仅作为有关补助和服务的参考信息。您需自行决定是否申请补助，并根据您的具体情况递交申请。



Keeping your details up to date

We do reviews to make sure people get the right payment amount. We also check people are still eligible for a payment. We know most people do the right thing, and tell us when something changes in their life. However, there are a small number of people who mislead us to get more than they should, or get a payment they shouldn't get.

We will contact people who may be at risk of being overpaid.

Why we sent you a letter

If we have sent you a letter, it means we have information from other government agencies about your income. The information from the other agency is different to the information you told us.

What you need to do

It is very important you do not ignore the letter. Our letter asks you to review, update and confirm your income and employment details. You will need a record of your income, such as payslips or bank statements.

How to confirm your income

You can confirm your income online. You can sign in with myGov or use the code found in the letter.

You can also call the employment income confirmation line on **1800 086 400**, then dial 1 for help. You can ask for an interpreter to help you understand our questions.

- a. Using myGov:
 - i. Sign into myGov and select Centrelink
 - ii. Select the reminders tile or compliance > employment income from the top left hand menu
- b. Using the code found in the letter, you will need:
 - i. Your Customer Reference Number (CRN) and confirmation code from your letter
 - ii. An email address or mobile phone number so we can send you a security code
 - iii. Your Medicare card and your Australian drivers licence or passport

We also have a dedicated phone number **1800 086 400** to answer questions and assist with clarifying your income.

For more information

- go to humanservices.gov.au/compliance for more information in English
- go to humanservices.gov.au/yourlanguage where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- visit a service centre.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.