



Digital Wallet—concession provider factsheet

What is the Digital Wallet?

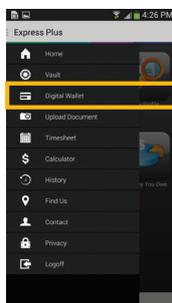
The Digital Wallet is a new electronic feature on Centrelink Express Plus mobile apps. It allows customers to use their smart device as an alternative to traditional physical concession cards. This includes the:

- Commonwealth Seniors Health Card (CSHC)
- Pensioner Concession Card (PCC)
- Low Income Health Care Card (LIC), and
- Health Care Card (HCC).

How does it work?

To access the Digital Wallet, eligible customers need to download the latest version of the app.

Customers access the Digital Wallet by logging in to their Centrelink Express Plus mobile app and accessing it from the app's side menu or by rotating the phone on its side.



You can view a video demonstrating the Digital Wallet at humanservices.gov.au/digitalwalletorg

How do customers get the Digital Wallet?

To have access to the Digital Wallet, a customer must be an eligible Centrelink customer, already be a concession card holder, have a Centrelink online account and have downloaded the app.

Does it replace a customer's physical concession card?

No. The Digital Wallet is an alternative for customers and does not replace the physical concession card. You should continue to accept physical concession cards from your customers when they are presented.

How do I know a customer has a genuine digital card?

Customers need to log in to the app, and show the card within the app to ensure it is genuine and valid. Security measures have been included in the Digital Wallet to protect you and the card holder.

Genuine cards will:

- drop down from the top of the screen
- swipe vertically to show the front and back of the card, and
- shimmer slightly.

Will the Digital Wallet tell me when a customer's concession card expires?

The Digital Wallet provides real-time concession entitlement for customers. If a card is no longer active, 'EXPIRED' will appear across the card for 28 days before it is no longer able to be displayed on a device.

What should I do if a customer's Digital Wallet doesn't work?

You can ask the customer to show you their physical concession card if they have it. If the customer doesn't have a concession card, you can advise them to go to their local Centrelink Service Centre to receive a temporary card.

Where do I go if I want more information about the Digital Wallet?

If you provide concessions as part of your business and want to know more about the Digital Wallet, you can go to humanservices.gov.au/digitalwalletorg for more information.

