**Centrelink Confirmation eServices**

Thanks for using Centrelink Confirmation eServices. Your customers will thank you too.

This service provides you with information so your customer can get a concession, rebate or service much more easily. It saves you time and money waiting for your customer to provide the information.

But before you find out any information about a customer you must get their consent.

Customers can give their consent by signing a consent form; they can give it verbally or electronically. Either way, the wording you use should follow the example you can find in the procedural guide.

Remember to store all customer information securely. This could be in a locked drawer or cabinet, or in a secure database.

You must not share customer information with anyone else without your customer’s consent.

You need to keep consent records for at least two years from when a person stops being your customer.

When we conduct a review you’ll be asked to locate and show us these records.

Don’t forget you must use your own logon and password and don’t share these details with anyone.

It’s a simple process to get a logon for new staff members so let us know when someone leaves or no longer needs access.

There are consequences if we find you are not doing the right thing. And we do check.

Remember, this is an optional service. Your customers may still choose to give their proof of income or concession details to you another way.

You can find the Centrelink Confirmation eServices policy, terms and procedural guide on our web site.

Visit **servicesaustralia.gov.au/ccesbusiness**

**CCeS Helpdesk 1800 887 774**