Money you owe - Centrelink online account transcript

Intro music

If you have a Centrelink debt or overpayment, we want to help you repay it in a way that best suits your situation.

You can use the Money you owe service in your Centrelink online account or the Express Plus Centrelink mobile app to manage your debt or overpayment.

You can repay your debt or overpayment, edit your existing payment arrangement, or set up a new one.

You can pay your debt back using:

* a credit or debit card
* BPAY
* Post Billpay
* Direct Debit.

Keep in mind our service centres don’t accept cash, cheques or money orders.

In this video, we’ll show you how to view a task and make a payment using the Money you owe service in your Centrelink online account through myGov.

We’ll send you a task if you need to update your debt details. From your homepage, select Start Task.

On the Money you owe page, you can check:

* your Next repayment amount and due date, if you have a payment arrangement set up
* the payment you were getting when you got the debt
* the Total amount owing and the amount you’ve paid
* the Debt ID number with the reason for the debt and details of previous debts you’ve repaid.

Select Make a payment.

Choose how you want to make a payment. You can select:

* Credit or Debit card
* BPAY
* Post Billpay.

If you select Credit or Debit card, you’ll need to have the card with you.

If you select BPAY or Post Billpay, we’ll give you the details to make a payment either directly from your Australian bank account or at any Australia Post agent.

In this example, we’ll make a payment with a Credit or Debit card.

If you ever need help, read the information with the question mark icon on the page.

You can now choose to either Pay total amount or Pay other amount to make a part payment.

When you select Pay other amount, you need to tell us how much you’re paying. Enter the amount you want to pay using Australian dollars, cents and a decimal point.

On the Card details page, enter all of your card details, including:

* Cardholder name
* Card number
* Expiry date on the card, month and year
* Security code (CCV), the 3 digit number on the back of the card.

If the details you’ve entered are correct, select I confirm the payment details entered are correct, then Pay now.

We’ll give you a receipt when you make a payment. Make a note of the Receipt ID for your records. On this page you can select any of these:

* Update contact details to change your contact information
* Return to Money You Owe to go back to the Money you owe page
* Save your receipt to keep a copy of your receipt.

From your homepage, you can complete other transactions or select the myGov icon to return to myGov.

For more information, go to servicesaustralia.gov.au/debts