**—TRANSCRIPT—**

***Centrelink online account - Manage where your payments are sent***

This video shows you how to use your Centrelink online account to **manage where your payments are sent**. Your payment destination is where you get your Centrelink payments. This can be a bank or another financial institution.

Before you start, you’ll need to have:

* the details of your new bank or financial institution, this includes the name and branch, or BSB, and
* the account number and name of the new account you want your payment sent to.

The account must be legally in your name, or joint names. If it’s not, you’ll need to contact us to discuss your options.

Select **MENU** from your homepage.

Select **Payments and claims**.

Select **Manage payments**.

Select **Manage payment destination**.

Select **Update payment destination**.  
  
Select **Begin**.

Enter your new account details**:**

* Account holder’s name
* Branch code (BSB)
* Account number.

Then select **Next**.

If you get more than one payment, select:

* **Yes**, to update all of your payments
* or **No**, to update the payment you selected only.

In this example, we’ll select **Yes**.

Select **Next** to continue.

Select **Continue**.

Select **Begin** to review the details you’ve updated.

We’ll give you a summary of the details you provided. Check the information and make sure it’s correct.

If the details are wrong, select **Edit** **payment destination details** and enter the correct details. In this example, the details are correct.

Select **Next** to continue.

Read the declaration. If you understand and agree with the declaration, select **I have read and agree with the above conditions**.

Select **Submit**.

We’ll give you a receipt when you submit your update. Make a note of the **Receipt ID** for your records.

You can select **Save your receipt** to keep a copy of your receipt.

Select **Return to Manage Payment Destination**.

Select **Home** to go back to your homepage.

From your homepage, you can complete other transactions or select **Return to myGov** to go back to your myGov account.

For your privacy and security, **sign out** when you’ve finished using your myGov account.

For more information visit [servicesaustralia.gov.au/onlineguides](file:///C:/Users/ecx143/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/Z06XZTQN/servicesaustralia.gov.au/onlineguides)