

## When to use this form

Use this form if you are a current Centrepay Business and have made a change to any of your details.

Do not complete this form if:

- you want to report a change of ownership. You will need to complete a new **Services Australia Business Application – Centrepay (SA389)** form.
- you want to change Business Online Services user details. You will need to complete a new **Business Online Services User Details (SA445)** form.

## For more information

For more information on how to complete and lodge this Business change of details form, go to [servicesaustralia.gov.au/centrepaybusiness](http://servicesaustralia.gov.au/centrepaybusiness)

## Returning this form

Return this form and any supporting documents:

- **by email to**  
[centrelink.business.support@servicesaustralia.gov.au](mailto:centrelink.business.support@servicesaustralia.gov.au)  
There may be risks with sending personal information through unsecured networks or email channels.
- **by post to**  
Services Australia  
Centrepay Services  
Reply Paid  
PO Box 7813  
CANBERRA BC ACT 2610

If there are any further changes to your Business, you **must** notify us within 5 business days.

## Filling in this form

You can complete this form on your computer, print and sign it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.

Questions 1 and 2 **must** be answered.

### 1 Centrelink Reference Number (CRN)

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### 2 Legal name of the Business

This is the name that appears on official documents and legal papers.

**Read** this before completing the following.

Only complete the sections that are relevant to your changes. It is not necessary to complete all sections if no changes have been made.

### 3 Australian Business Number (ABN)

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### 4 Australian Company Number (ACN)

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### 5 Bank Account details

Provide details of the Business's bank account that Centrepay Deductions will be paid into by electronic funds transfer:

Branch number (BSB)

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Account number (this may not be the card number)

Account held in the name(s) of

Service Reason for this Bank Account

If you have more than one service reason and would like to add or change your bank details for multiple service reasons, provide a separate sheet with these details.

### 6 Trustee details

If the Trustee is an individual, provide their name and date of birth.

If the Trustee is a company, provide the company name, Australian Company Number and names and dates of birth of all the directors.

New trustee details

Is the new Trustee replacing an existing Trustee?

No

Yes



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**7 Partner details**

If the partners are not individual persons, provide the details of the entities that form the partnership (for example, if a partner is a company, provide the company name, Australian Company Number and names and dates of birth of all the directors).

If the Business is a partnership, the signature of a partner or authorised person will be taken as the intention to bind all the partners of the partnership.

**New partner details**

Form with three horizontal lines for entering new partner details.

Is the new Partner replacing an existing Partner?

No

Yes  The department may contact you for more details.

**8 Business physical address**

This must be a street address and not a post office box number or other delivery point address. If the Business operates from several locations, use the head office or main physical address.

Form with three horizontal lines for address, and fields for State and Postcode.

**9 Business postal address (if different from the physical address)**

Form with three horizontal lines for address, and fields for State and Postcode.

**10 Licencing, accreditation, registration, industry regulation details**

Type of Licence/accreditation or Credit Representative Authorisation (CRA) and Licence number(s)<sup>1</sup>

Form with two horizontal lines for licensing details.



Provide copies of the new licence(s)/accreditation(s)/CRA.

**11 Goods and/or services you provide for the purpose of Centrepay**

Provide the details of the change(s)

Form with three horizontal lines for goods and services details.

**12 First contact officer details**

Full name

Title/ Position

Contact phone number

Email

If you would like to nominate additional contact officers for specific matters, such as system issues or reconciling accounts, or you would like to remove previous contact officers, provide a separate sheet with their contact details, relationship to the Business (for example, employee) and area(s) of responsibility.

**13 You need to read this**

**Privacy and your personal information**

By signing this form, the Business acknowledges that Services Australia may disclose information collected in this form to, or collect information from, regulatory bodies or other State and Commonwealth departments and agencies, credit reference agencies, consumer groups or law enforcement agencies:

- to assess this form
- to administer, evaluate and monitor the operation of Centrepay in accordance with the Centrepay Policy and Terms, or
- upon request from regulatory bodies or other Commonwealth departments and agencies.

The privacy and security of your personal information is important to us and is protected by law. We collect this information to provide payments and services. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to [servicessaustralia.gov.au/privacy](http://servicessaustralia.gov.au/privacy)

Services Australia publishes a list of Businesses that are approved to use Centrepay on its website.

**14 Agreement**

**I declare that:**

- I will inform Services Australia if any information provided changes.
- the Business (and its agents/contractors) will comply with the Centrepay Policy (including the agency's requirements) and Terms at all times.
- I have the authority to make these changes on behalf of the Business.

**I understand that:**

- customers can change, vary or cancel deductions at any time.
- if a customer cancels their deduction, they are removing their consent for the Business to take further deductions from their payment.
- a transaction fee may be charged per transaction and this fee cannot be recovered from the customer.
- giving false or misleading information to the Commonwealth is a serious criminal offence.

**Signature of authorised officer**

Signature line with a pen icon.

Name

Title/ Position

Date