

Cancel Nominee Arrangement (SS532)

When to use this form

Use this form to tell Services Australia that you, as an authorised person or organisation, want to cancel your nominee arrangement with a customer.

Do **not** use this form if you are a customer. Customers can cancel a voluntary nominee arrangement at anytime by:

- using their online account
- calling us
- visiting a service centre
- choosing a new nominee by completing the **Authorising a person or organisation to enquire or act on your behalf (SS313)** form.

Important information about payment nominee arrangements

To complete the cancellation, account details for the customer are required. If you do not have these details, you are required to tell the customer to provide them to us. They can do this by:

- using their Centrelink online account through myGov
- calling us using their regular payment line
- in person at one of our service centres.

Any money paid to you after you have asked for the payment nominee arrangement to be cancelled, will be recalled from your account and the funds returned to Services Australia.

For more information

Go to servicessaustralia.gov.au/authorisedrepresentative

To speak to us in your language, call **131 202**.

Call charges may apply.

If you have a hearing or speech impairment, you can contact the TTY service Freecall™ **1800 810 586**. A TTY phone is required to use this service.

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.
- Where you see a box like this **Go to 1** skip to the question number shown.

This form is only to be completed by the nominee

Part A – About the nominee

1 Nominee Customer Reference Number
 - - -

2 Is this request for a person or organisation?

Tick one only

Person **Go to next question**

Organisation **Go to 4**

3 Nominee's name

Family name

First given name

Second given name

► **Go to 6**

4 Nominee organisation details

Trading name of organisation

This is not the contact person. The name of the contact person is to be provided at question 5.

Business name of organisation (if different to above)

Australian Business Number (ABN)

 - - -

5 Name of contact person

Part B – About the customer

6 Customer's Customer Reference Number (if known)

 - - -

7 Customer's name

Family name

First given name

Second given name

8 Customer's date of birth

 / / 

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9 Has the customer's permanent or postal address changed?

No **Go to next question**

Yes **Give details below**

Date of change

If you do not know their address, you are required to tell the customer to provide the details to us.

New permanent address (if known)

Postcode

New postal address (if known)

Postcode

If the customer's postal address is the same as your address **you must** cancel it in the customer's online account. Any mail sent to you after you have asked for the nominee arrangement to be cancelled is to be returned to Services Australia.

Part C – About the arrangement

10 What arrangement are you cancelling?

Correspondence nominee **Go to 12**

Payment nominee **Go to next question**

Both Payment and Correspondence nominee **Go to next question**

11 Customer's account details

A payment nominee arrangement cannot be cancelled until the customer's account details have been provided.

Any payments made to you after you have asked for the payment nominee arrangement to be cancelled, will be recalled from your account and the funds returned to Services Australia.

Do you know the customer's account where their Centrelink payments are to be paid?

No You are required to tell the customer to provide the details to us.

Go to 12

Yes **Give details below**

Name of bank, building society or credit union

Branch number (BSB)

Account number (this may not be their card number)

Account held in the name(s) of

Privacy notice

12 You need to read this

Privacy and your personal information

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 servicesaustralia.gov.au/privacy

Declaration by nominee

13 I declare that:

- I am cancelling the nominee arrangement(s) indicated at question 10 in this form.
- the information I have provided in this form is complete and correct.

I understand that:

- any personal information I was given access to under the nominee arrangement was protected under Commonwealth legislation. I will not access, use or disclose the information to another person or organisation.
- any payments made to me after I have asked for the nominee arrangement to be cancelled, will be recalled from my account and the funds returned to Services Australia.
- any letters sent to me after I have asked for the nominee arrangement to be cancelled are to be returned to Services Australia.
- giving false or misleading information is a serious offence.

Your signature

Date

Returning this form

Return this form and any supporting documents:

- **online** using your Centrelink online account. Select the customer's account and upload the documents. For more information, go to servicesaustralia.gov.au/centrelinkuploaddocs
- by post to
Services Australia
PO Box 7800
CANBERRA BC ACT 2610
- in person at one of our service centres, if you are unable to use your Centrelink online account.