

Applying through Centrelink for the Seniors health Card or the Aged Pension

I navigated through the Centrelink site to the Older Australians section about pensions

<http://www.humanservices.gov.au/customer/subjects/age-pension-and-planning-your-retirement>

I clicked on the Commonwealth Seniors Health Card option ie

<http://www.humanservices.gov.au/customer/services/centrelink/commonwealth-seniors-health-card>

It offers information and eligibility criteria

To apply there is a link

<http://www.humanservices.gov.au/customer/enablers/centrelink/commonwealth-seniors-health-card/intent-to-claim> offering information about claiming the card

You then navigate to the Request a Service page, https://secure.centrelink.gov.au/sims/sims_main_rfs.cfm and you then have to register. This then allows them to call you back which they did within 3 business days. They then mail out the forms to be filled in.

They sent me an email with other information about Phone and Online services which is below including how to claim the Age Pension below

The lady who rang also said if one has the Health Card and later wishes to apply for the Pension or ones circumstances changes you can go through the process above and they will ring you back.

You can also ring the 13 2300 number and wait on line, or better log you phone number into the system when prompted and they will ring you back when they reach you place in the queue. Better than waiting on the phone for 2 hours

Your Centrelink Enquiry SIMS 7 digit number

Re: Enquiry received via Centrelink website

Thank you for your message in regards to claiming a Centrelink payment. We have recorded the date of your contact and you are now required to commence a claim within 14 days of your email date. Please note that backdating provisions may apply if you contact us back within 14 days of your original contact date.

If you want to claim Age Pension, you have the option to submit an Age Pension Claim Online.

HOW TO CLAIM AGE PENSION ONLINE:

Step 1. Navigate to <http://www.centrelink.gov.au>

Step 2. If you have been issued with a Customer Access Number (CAN) and Password

- Click on the **LOGON** button situated on the right hand side of the Centrelink home page, under the heading Online Services; **OR**
- If you have not been issued with a CAN and password,
You can register yourself by using the **REGISTER** link which is located under the **LOGON** button; **OR** alternatively you can call the Online Service Helpdesk on 132307.

Please keep a record of your Centrelink Enquiry SIMS number which is located in the subject line of this email, as this may be required in the claim process to verify your original contact date.

Alternatively, you can contact a Customer Service Adviser on 13 2300, 8.00am to 5.00pm Monday to Friday to assist you with your enquiry.

Thank you for using Centrelink's internet service and we look forward to helping you again in the future.

Kind regards
Department of Human Services

For some helpful information about Centrelink's Self Service facilities, please click on the following links:

Self Service

<http://www.humanservices.gov.au/customer/subjects/self-service>

Phone Self Services

Centrelink Phone Self Service – **136 240**

Online Services

http://www.centrelink.gov.au/internet/internet.nsf/online_services/index.htm

If you would like to write to us, please use the 'Help and comments' link on the Online