

Centrepay incorrect payment process for Clifton Co-op Hospital

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About this process

This incorrect payment process outlines how Clifton Co-op Hospital will identify, prevent, manage and rectify incorrect payments for Centrepay customers.

Accessing this process

Our incorrect payment process is available:

- on our website www.cliftonhospital.org
- on display in our office
- when you sign any forms with us to use Centrepay.

We will also provide a copy of our process within **5 business days** upon request.

What is an incorrect payment

An incorrect payment made to our business through Centrepay includes when a deduction is any of the following:

- not covered by a Centrepay deduction authority
- paid to our business in error
- paid for goods or services excluded under Centrepay.

An incorrect payment is also when the amount of credit we are holding for you is not likely to be used in the periods below:

- 12 months for utilities

How we'll prevent and manage incorrect payments

Our business has processes in place to identify, prevent, manage, and rectify incorrect payments. We maintain accurate billing and payment records, regularly reconcile customer accounts, and review transactions to detect any overpayments, duplicate payments, billing errors, or unexplained account credits.

Customer accounts are monitored through routine account reviews and reconciliations. Where a credit balance is identified, we investigate the account to determine when the credit occurred,

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the reason for the credit, and whether any action is required. This may include reviewing invoices, payment records, service agreements, and billing adjustments.

If an incorrect payment is identified, we promptly investigate the issue, notify the customer where applicable, and take corrective action. Any confirmed customer credits are either applied to future accounts or refunded in accordance with the customer's preference and our financial procedures.

All payment discrepancies, investigations, communications, and corrections are documented, and our processes are regularly reviewed to prevent future errors and ensure customer accounts remain accurate and up to date.

When we identify an incorrect payment, we will resolve it by:

- telling you in writing or verbally, if a written notification isn't possible
- refunding the payment within 10 business days when we can.

Alternatively, we will advise Services Australia if we haven't been able to refund you.

When we identify an incorrect payment, we will not:

- exchange or provide further goods to rectify the incorrect payment
- tell you what you should use the incorrect payment for.

You can change, suspend or cancel your Centrepay deduction at any time. You can do this by:

- using your Centrelink online account through MyGov
- using the Express Plus Centrelink mobile app
- calling Services Australia on your regular payment line
- visiting a Services Australia service centre.

How we'll manage unresolved incorrect payments

Clifton Co-op Hospital will notify Services Australia as soon as possible when a payment:

- is not covered by a deduction authority
- is one of a repeated pattern of incorrect payments
- cannot be matched to a customer
- identified as incorrect and may be damaging to Clifton Co-op Hospital or the reputation of Centrepay.

Clifton Co-op Hospital will contact Services Australia at least 20 business days before issuing an incorrect payment to a State or Territory authority. We may do this when Clifton Co-op Hospital has exhausted all reasonable attempts to return the funds directly to you. Clifton Co-op Hospital will:

- change, suspend or cancel a relevant deduction authority for you if appropriate
- follow any written direction from Services Australia, this may include making a refund to your bank account held by Services Australia

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- notify Services Australia when a direction is completed

Record keeping

Our recording keeping practices are as outlined in our complaints policy.

Clifton Co-op Hospital maintains incorrect payment records relating to Centrepay securely in accordance with privacy obligations. Information retained may include, but is not limited to:

- details of incorrect payment information
- actions taken
- written customer communication
- any refund or adjustment made
- the outcome of the incorrect payment
- any referral or reports to relevant regulatory authorities.