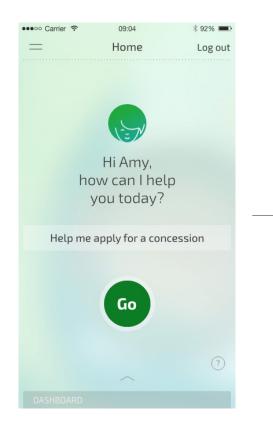
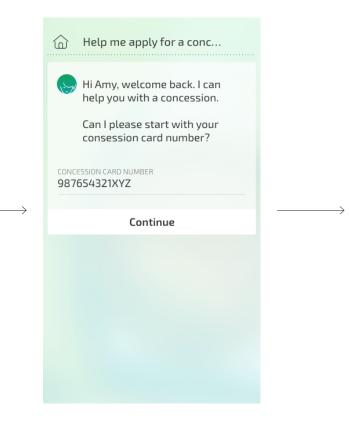
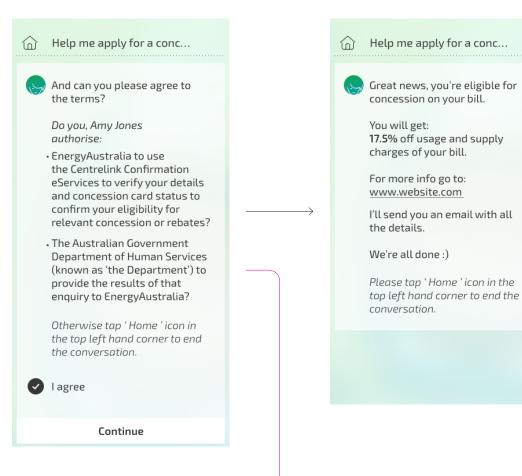
### Concession









💭 I'm sorry Amy, but your concession card doesn't qualify for a rebate.

If you need more info. I can schedule a chat session with one of our experts if you like.

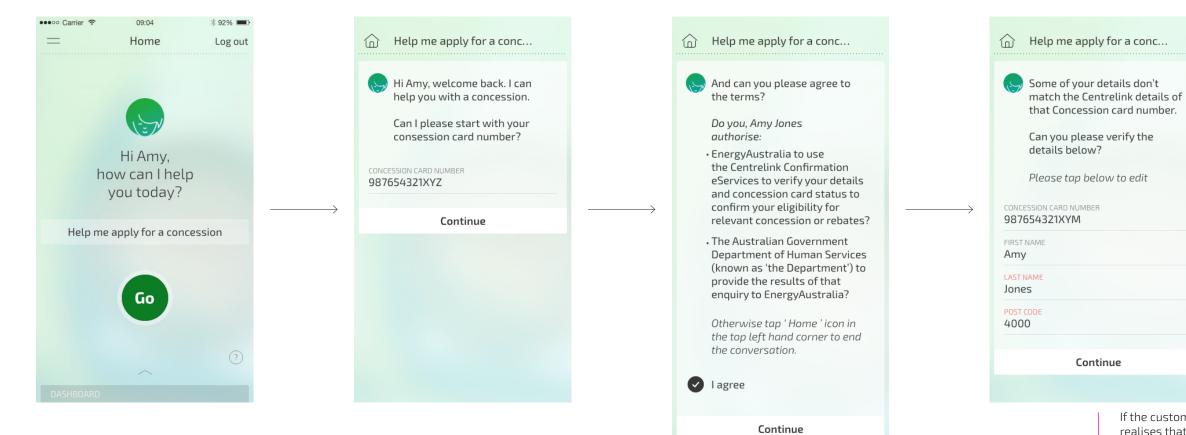
A list of dates and times will be sent to your email. You can pick one that's most suited to you.

We're all done :)

Please tap ' Home ' icon in the top left hand corner to end the conversation.

If the customer is ineligible for concession

## Concession



If the customer confirms that the card number is correct, then we will take a path that the details need to be updated on Centrelink's side.

🅞 I'm sorry Amy, I can't help you with a concession right now as some of your details I have don't match the Centrelink details.

> Here's what you can do please contact Centrelink to update this information:

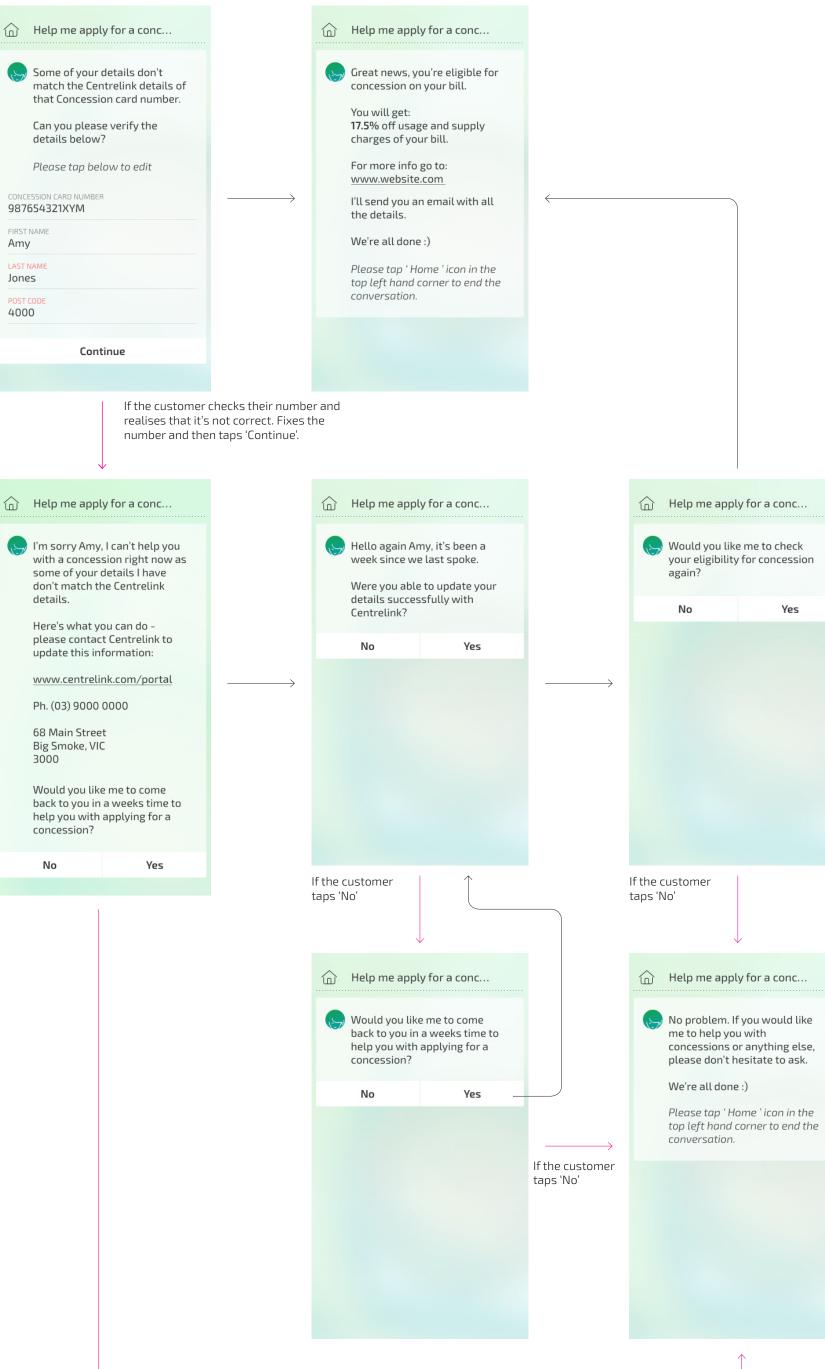
www.centrelink.com/portal

Ph. (03) 9000 0000

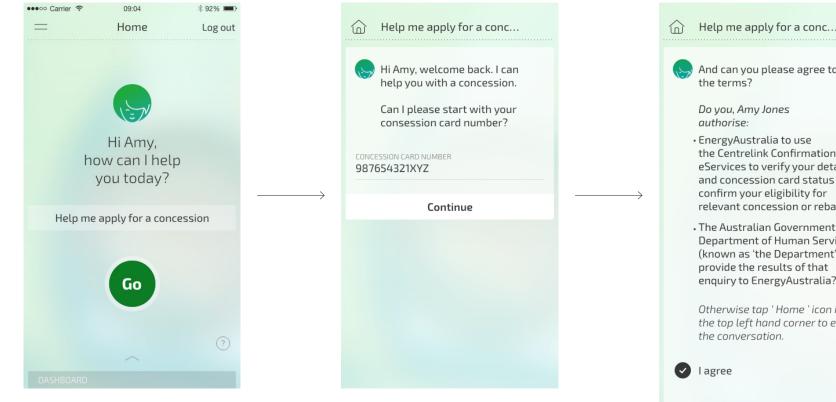
68 Main Street Big Smoke, VIC 3000

Would you like me to come back to you in a weeks time to help you with applying for a concession?

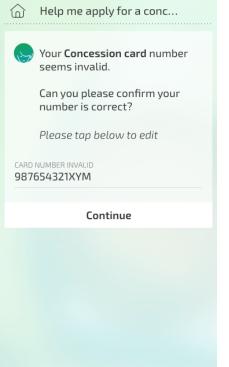
No



# Concession



		•••••	••••••	••••••
And can you please agree to the terms?		<b>1</b>	Your <b>Concessi</b> seems invalid.	
Do you, Amy Jones authorise:			Can you please number is corr	
<ul> <li>EnergyAustralia to use the Centrelink Confirmation</li> </ul>			Please tap bel	ow to edit
eServices to verify your details and concession card status to			JUMBER INVALID	
confirm your eligibility for relevant concession or rebates?	$\longrightarrow$		54321XYM	
The Australian Government			Cont	inue
Department of Human Services (known as 'the Department') to			cont	inac
provide the results of that enquiry to EnergyAustralia?				
Otherwise tap ' Home ' icon in the top left hand corner to end the conversation.				
✔ I agree				
Continue				
			N	/
Help me apply for a conc		ŵ	Help me apply	y for a cor
Can I please get your consession card number?		S	l'm sorry Amy, seem to be a v number.	
eg: 123456789BGM			Here's what yo please contact update this inf	t Centrelir
Continue			www.centrelir	
			Ph. (03) 9000 (	
			68 Main Street	
			Big Smoke, VIC 3000	
			Would you like back to you in help you with concession?	a weeks ti
			No	Y
$\bigwedge$				/
		â	Help me app	ly for a co
		9	Hello again A week since w	
			Were you abl details succe Centrelink?	
			No	



ŵ	Help me apply for a conc
	Great news, you're eligible for concession on your bill. You will get: 17.5% off usage and supply charges of your bill. For more info go to: www.website.com I'll send you an email with all the details. We're all done :) Please tap ' Home ' icon in the
	top left hand corner to end the conversation.

If the customer checks their number and realises that it's not correct. Fixes the number and then taps 'Continue'.

If the customer checks their number and doesn't change anything and

taps 'Continue'.

### nc...

doesn't

nk to

ortal

me ime to for a

/es

If the customer taps 'No' then please follow the same journey as on page 2

onc...

en a oke.

te your th

Yes

