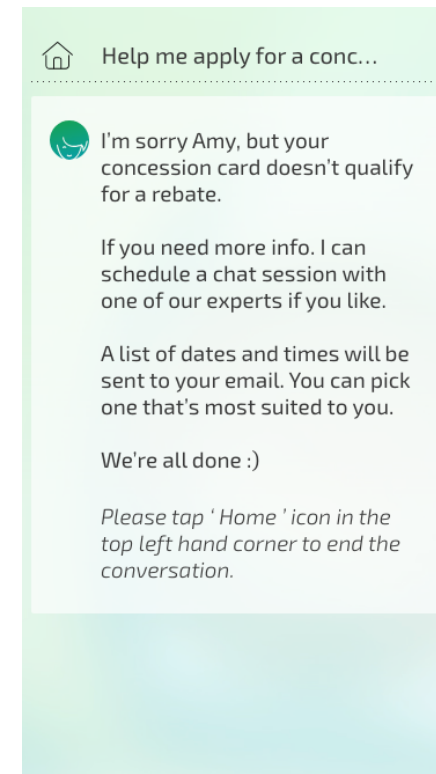
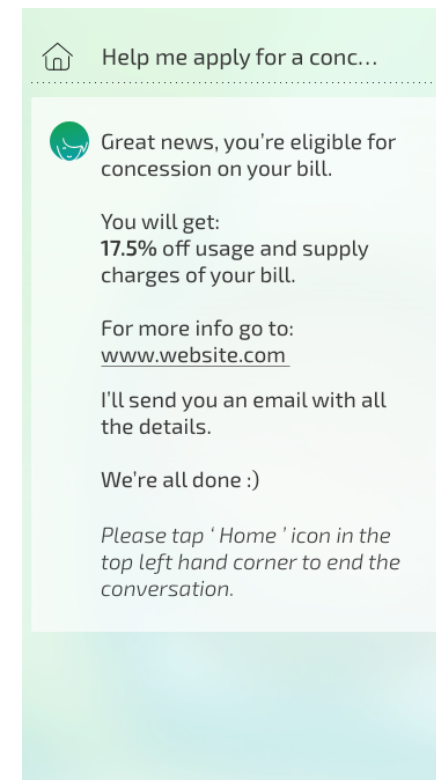
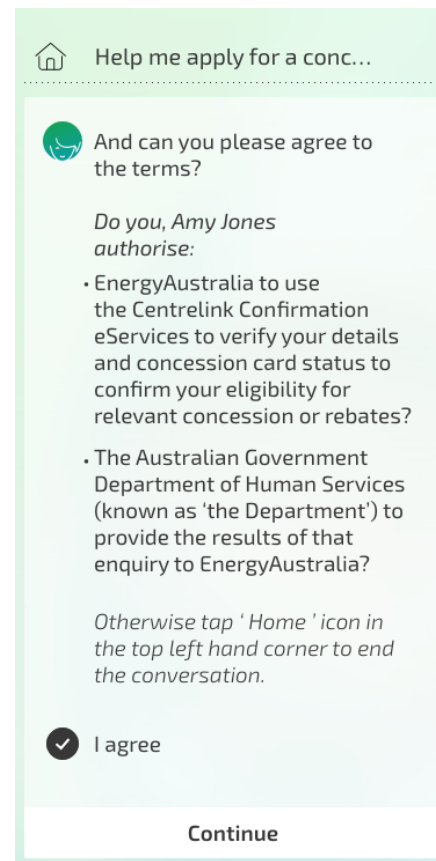
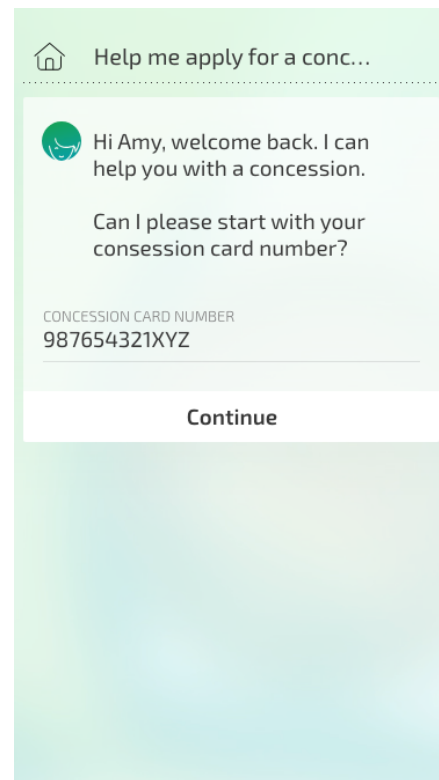
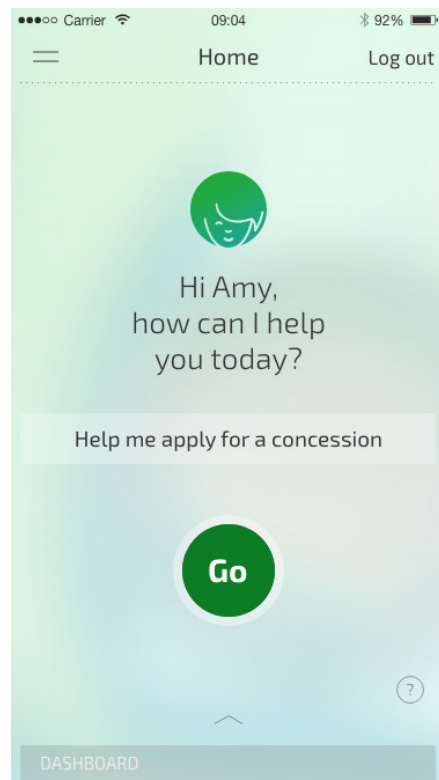
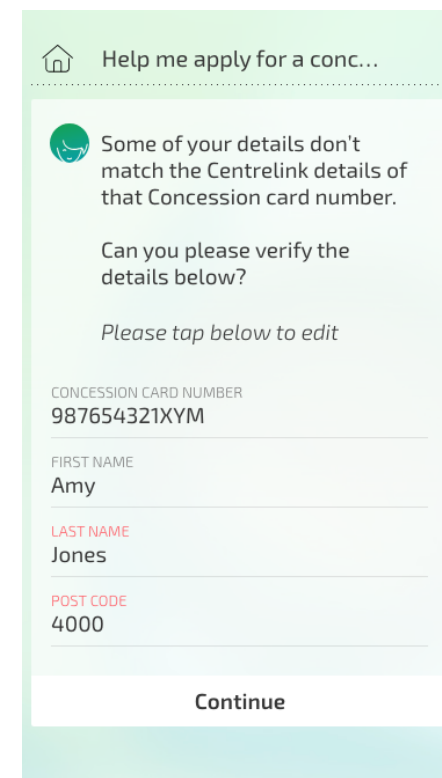
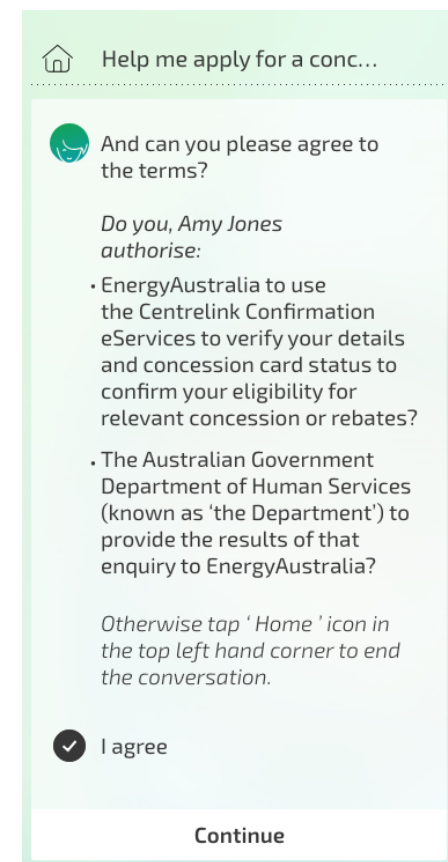
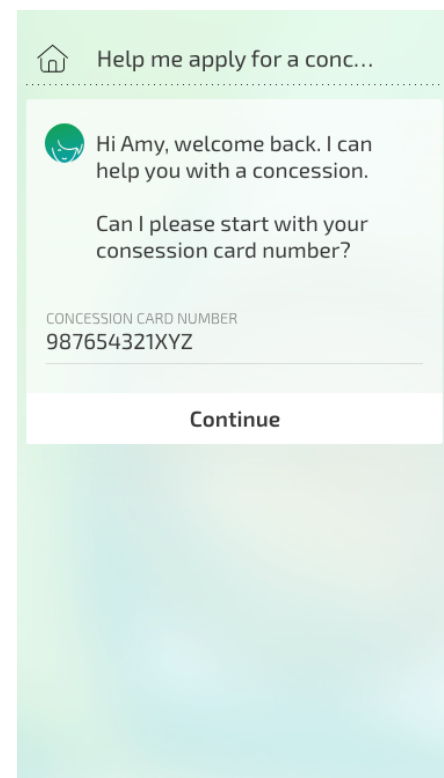
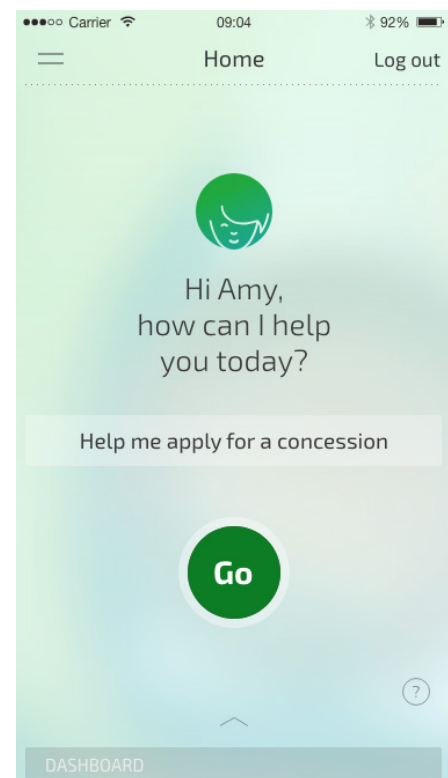


# Concession

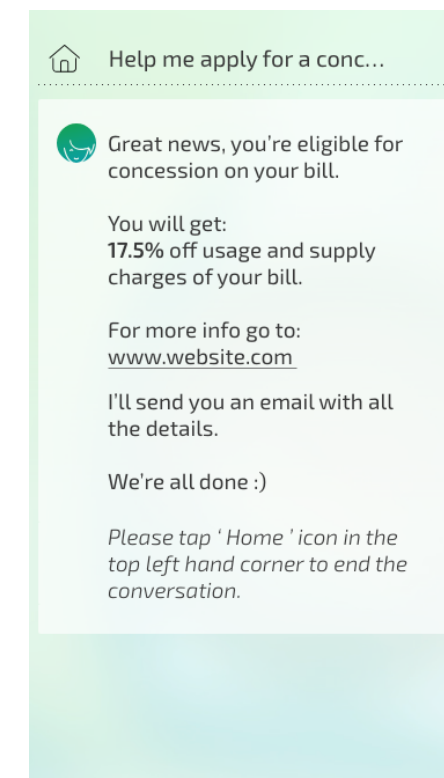


If the customer is ineligible for concession

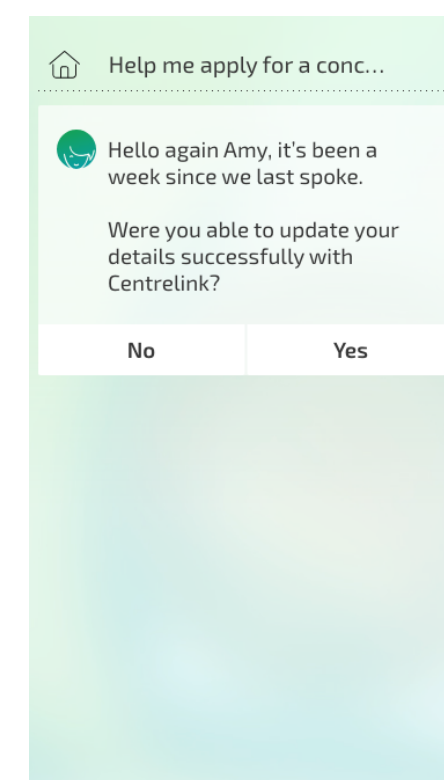
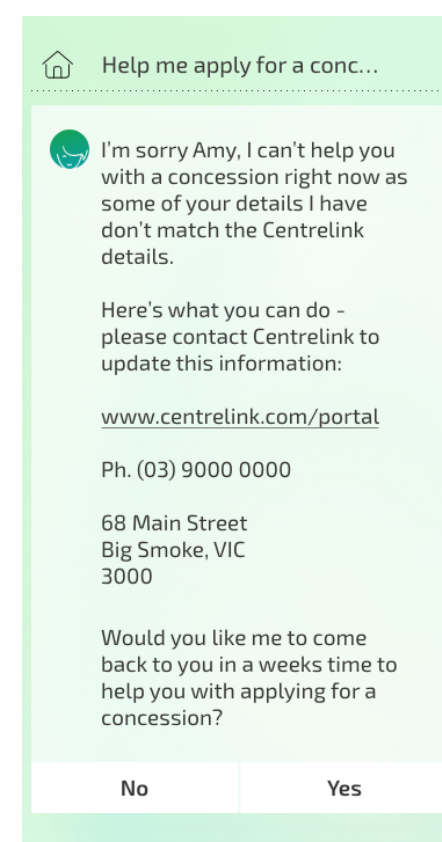
# Concession



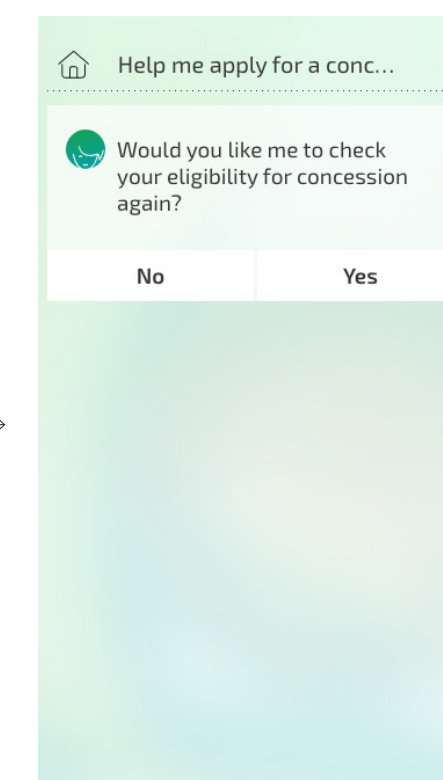
If the customer checks their number and realises that it's not correct. Fixes the number and then taps 'Continue'.



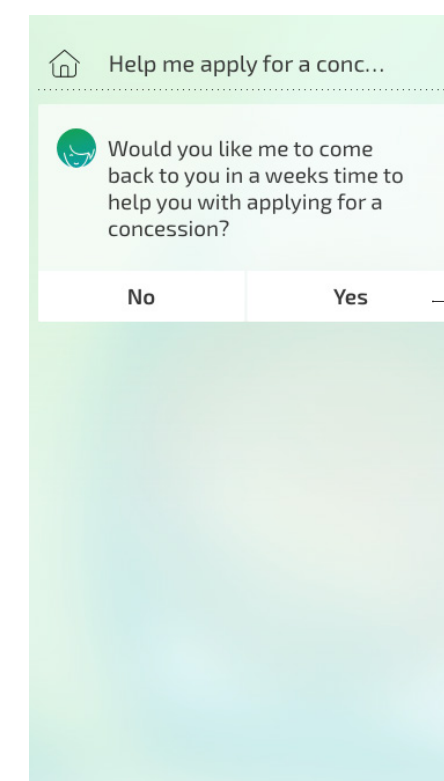
If the customer confirms that the card number is correct, then we will take a path that the details need to be updated on Centrelink's side.



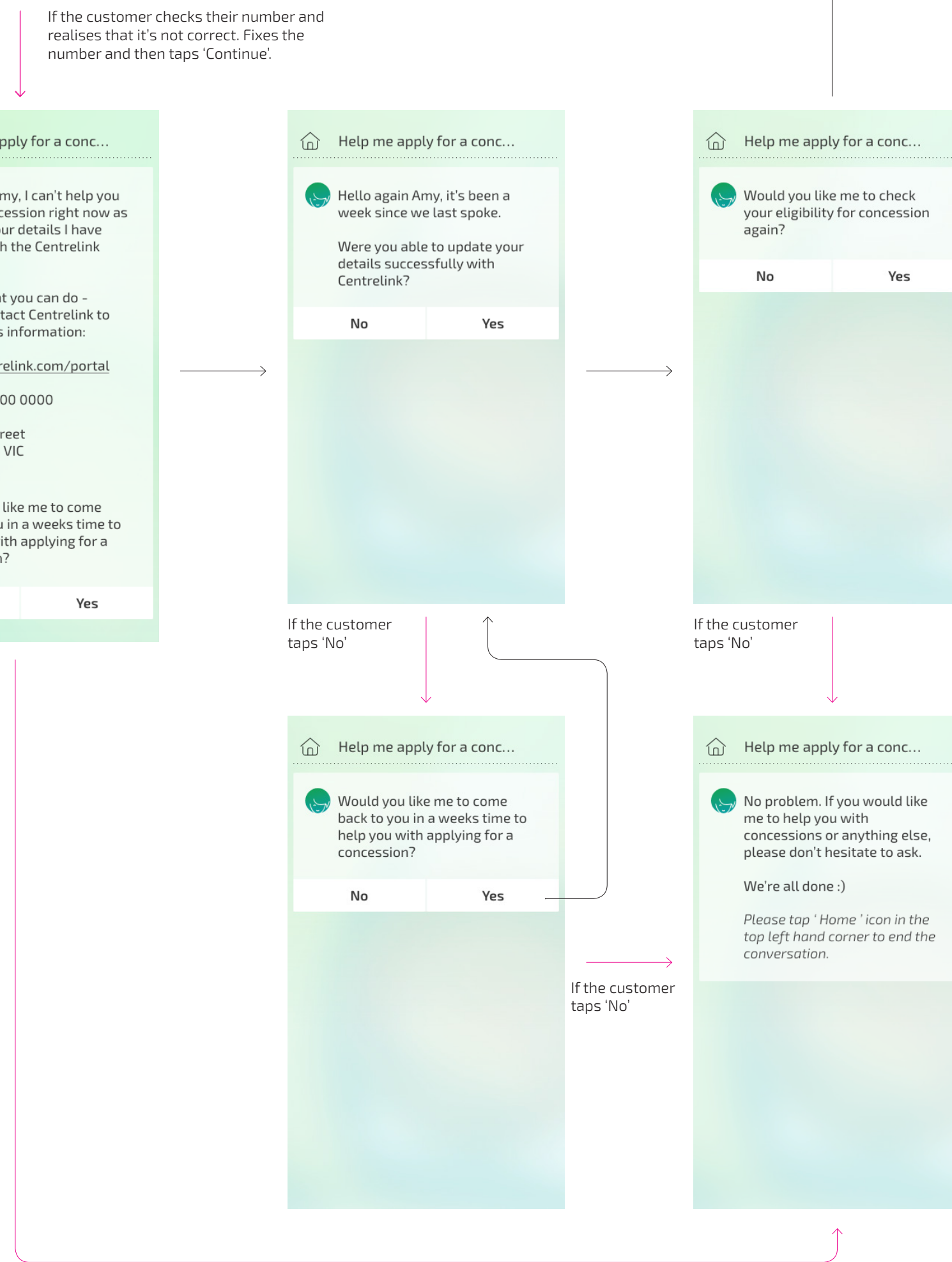
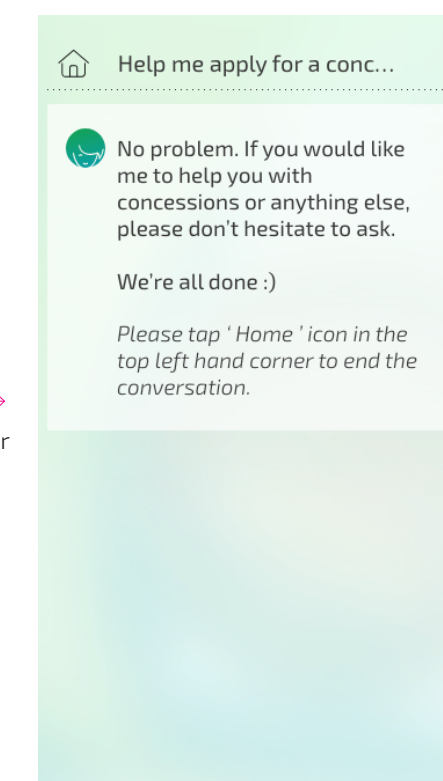
If the customer taps 'No'



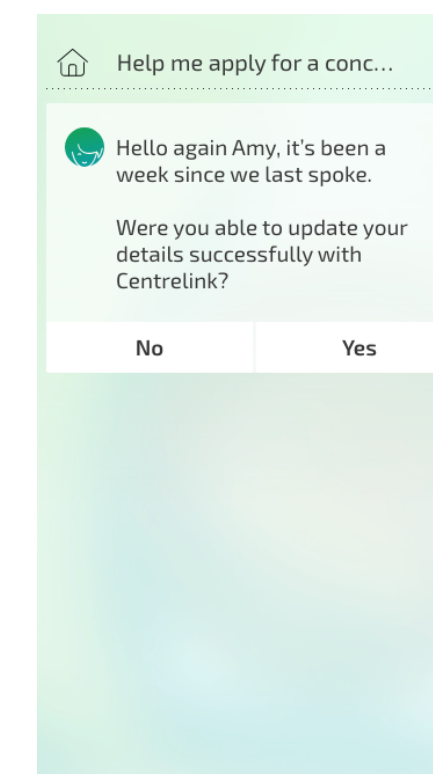
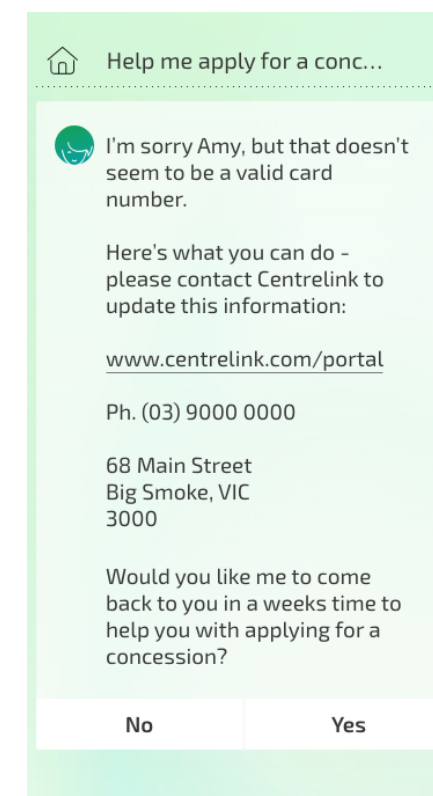
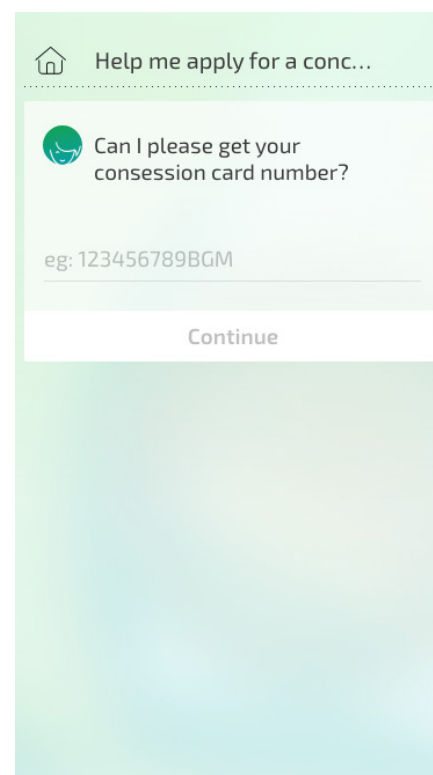
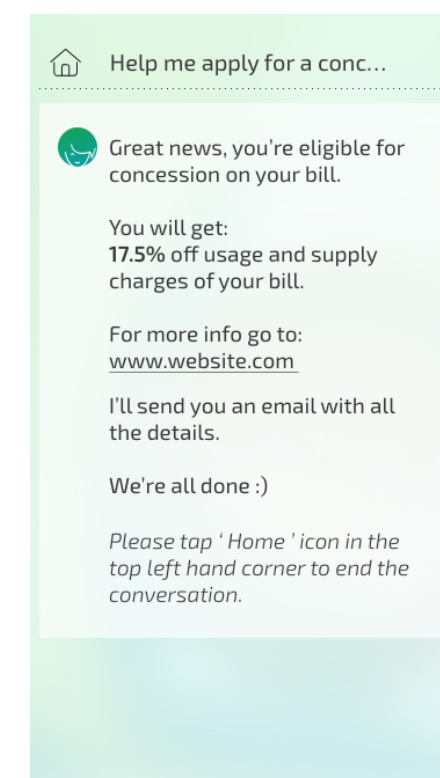
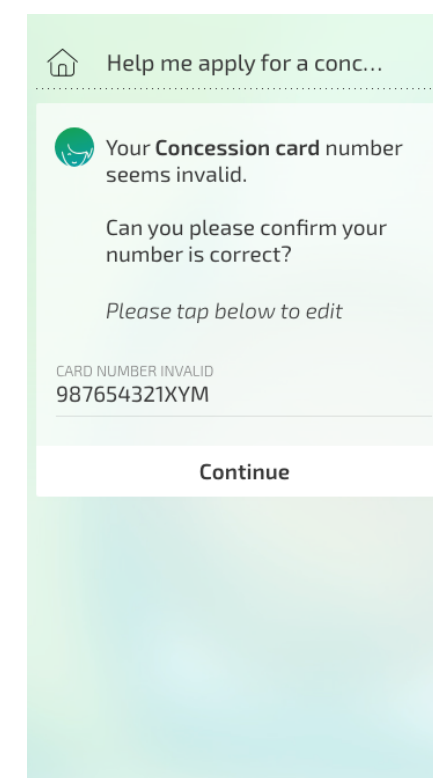
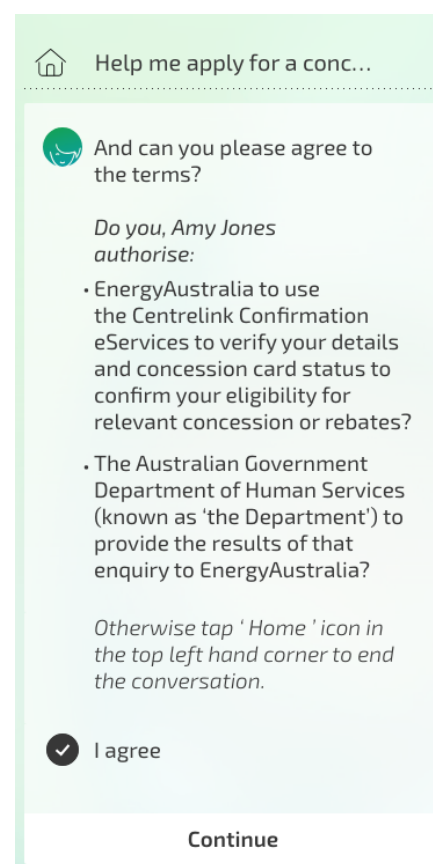
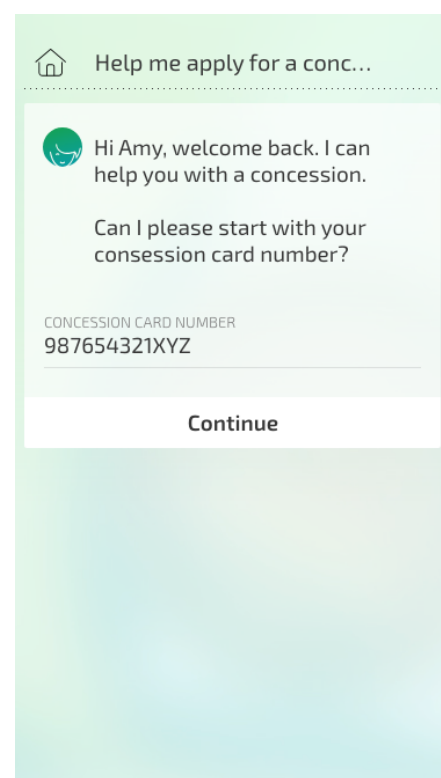
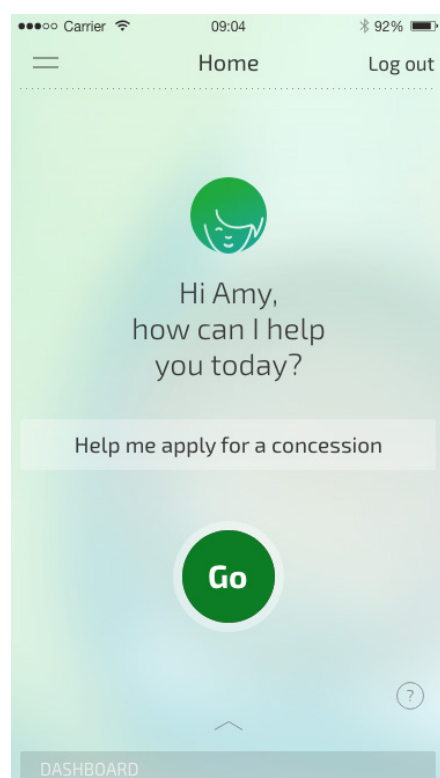
If the customer taps 'No'



If the customer taps 'No'



# Concession



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'.

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

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