

Request Official Letter

Overview

The purpose of the Request official letter function is to provide the ability to quickly and easily access your letters and statements through MyAccount. Letters available include:

- pension statements
- concession statements
- income and asset statements
- card confirmation letters.

Your letters and statements can be accessed online and you can choose to have them:



Downloaded and printed



Mailed to you by post



Picked up from your local VAN office

Requesting a letter screen.

Request official letter

To request written correspondence, complete the form below. You must select at least one letter type to be sent. Alternatively you can download a letter in PDF format by selecting the download link.

If the type of letter you require is not listed, please contact the Veterans' Access Network (VAN) on 133 254 (local) 1800 555 254 (regional) or email generalenquiries@dva.gov.au to request the required letter.

Statements of Pension

General	Download	<input checked="" type="checkbox"/>	Requested by Pickup from VAN Office 12/12/2012
Financial / Banking	Download	<input type="checkbox"/>	
Government Housing	Download	<input type="checkbox"/>	
Taxable & Non-Taxable Payments	Download	<input type="checkbox"/>	

Concession Authorities

Gold Card Confirmation Letter	Download	<input type="checkbox"/>	
White Card Confirmation Letter	Download	<input type="checkbox"/>	
Pension Concession Card Confirmation Letter	Download	<input type="checkbox"/>	
TPI Confirmation	Download	<input type="checkbox"/>	
Brisbane City Council Bus + Ferry Travel Pass	Download	<input type="checkbox"/>	
Vehicle Registration Concession letter	Download	<input type="checkbox"/>	

Other

Statement of Income and Assets	Download	<input type="checkbox"/>	
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Send selected by Mail:

Previously requested letters

Date requested	Letter / s requested	Sent to
12/12/2012	Statement of Income and Assets QLD Brisbane City Council Bus and Ferry Travel Pass	Fax: (07) 1222 2222
7/10/2012	Commonwealth Seniors' Health Card confirmation letter Government Housing Authority letter	Mail: 44 Somewhere St Suburb NSW 2000

Letters available will be displayed.

Note: Only letters relevant to you and your circumstances will display.

Letters requested previously.

To request official letters via MyAccount you must be logged into MyAccount.

When request official letters, fields marked with a red asterisk (*) are mandatory.

Requesting a letter

To request an official letter:

1. From the list of letters displayed, tick the check box next to the desired letter(s).



Additional details regarding the letter can be accessed by moving your mouse over the ? icon.

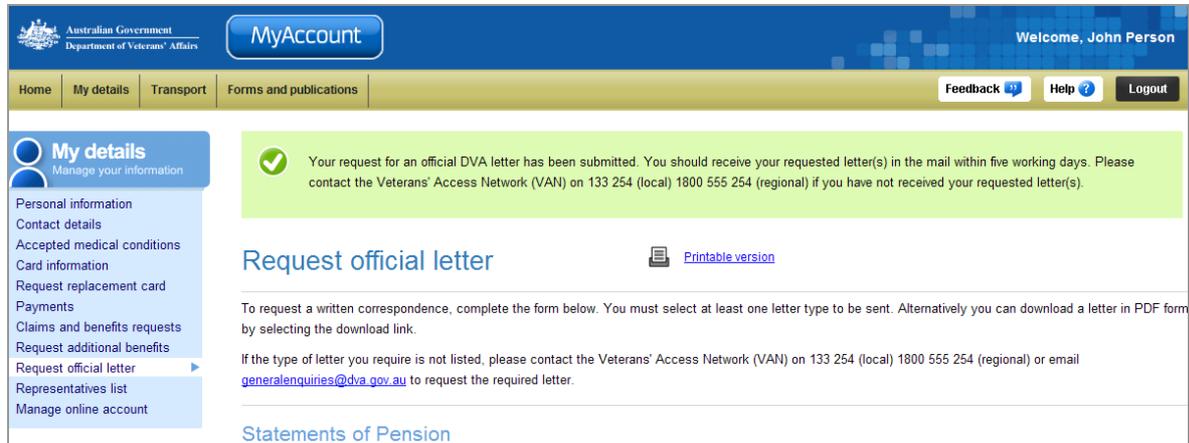
2. From the drop down list select how you would like the letter(s) to be delivered e.g. send selected by mail or pick up from VAN office.
3. Click on the **Next** button.

The following table describes the two options available when requesting a letter.

Request Option	Details
Send selected by Mail	The Confirm delivery address screen displays.

Request Option	Details
	<div data-bbox="475 295 1359 654"> </div> <ul style="list-style-type: none"> Select where you would like the letter to be sent to. <div data-bbox="491 698 1426 913" style="border: 1px solid green; padding: 5px;"> <ul style="list-style-type: none"> Address details stored in MyAccount will display here. If you wish to change you contact details, please go to the Contact details page and update your details. If Other address in Australia or Other address Overseas are selected, address fields will display for you to populate. </div> <ul style="list-style-type: none"> Click on the Next button. <p>The Confirm delivery details screen displays.</p> <div data-bbox="475 1115 1327 1415"> </div> <ul style="list-style-type: none"> Confirm the delivery details for the letter(s). Click on the Submit button to finalise the request.
<p>Pick up from VAN office</p>	<p>The Delivery details screen displays.</p> <div data-bbox="475 1639 1359 1998"> </div> <ul style="list-style-type: none"> From the VAN office drop down list, select your local VAN office. Click on the Next button to finalise the request.

The Request official letter screen displays.



Your request for an official DVA letter has been successfully submitted.

Please note, if you requested your letter(s) to be sent via mail, you should receive your letters within five working days. If you have requested to pick up your letter(s) from a VAN office, call 1800 555 254 to arrange a time to pick up your letter(s).

Download a letter



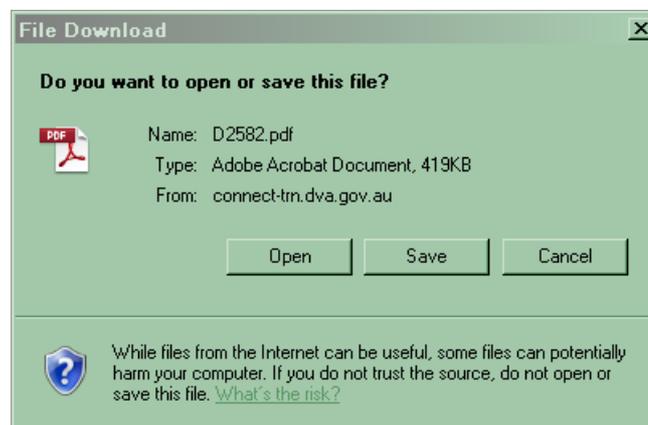
To view downloaded letters you need a copy of Adobe Reader (or Adobe Acrobat). This may already be installed on your computer.

If required, you can get a free copy of Adobe Reader at: <http://get.adobe.com/reader/>

To download and print a letter

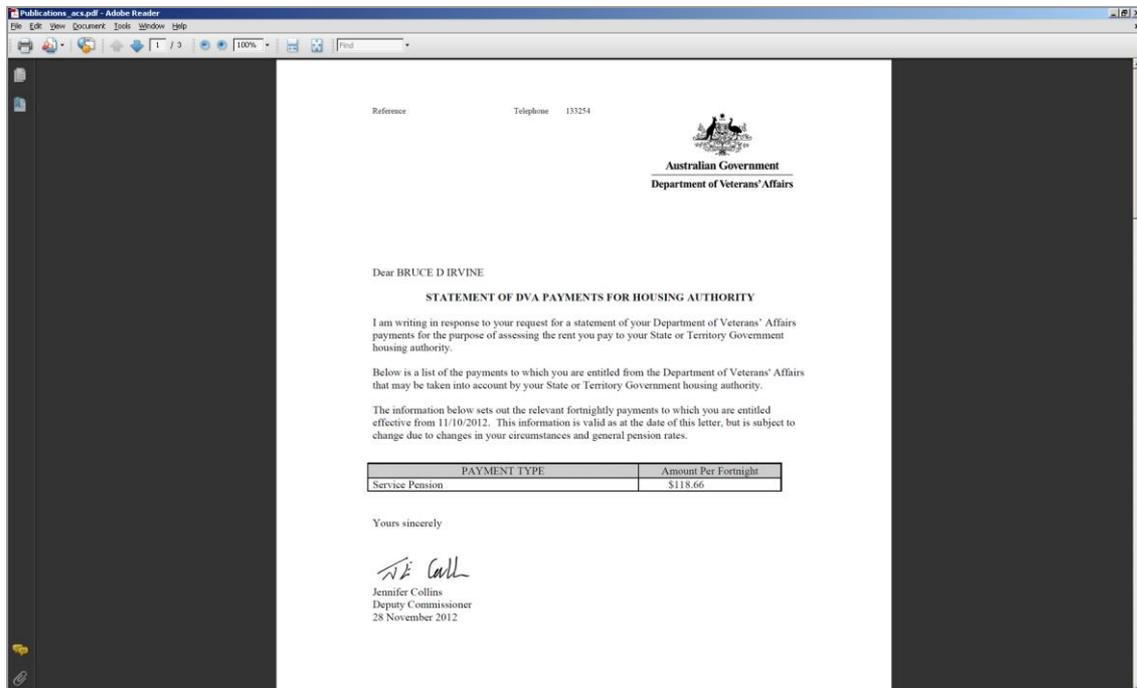
1. Click on the **Download** link to download letter in PDF format.

The File Download dialog box displays.



2. Click on the **Open** button.

The letter displays in Adobe Acrobat or in your web browser.



- To print the letter, click on the  icon on the toolbar or click on the **File** menu > **Print...**
- To save a copy of the letter, click on the **File** menu > **Save As...** > **PDF...** and choose a location and file name for the letter.

Other functions

 The button is blue with a white outline. It features a white person icon on the left, followed by the text "My details" in white, and "Manage your information" in a smaller white font below it.	<p>To view another section and information from My details, click on a link in the My details menu to the left of the page.</p>
 The button is white with a black border. It contains the word "Help" in black, followed by a blue circle containing a white question mark.	<p>To get additional help with the Publications screen, click on the Help button at to the top right of the page.</p>
 The button is black with white text. It contains the word "Logout" in white.	<p>When you are finished using MyAccount, to log out and finish using the service in a secure way, click on the Logout button.</p>