

 **Patrizia:** Hi @[Australian Branch Network]

Do you have any questions in regards to the 90% arrangement? Check this out!

[\(link\)](#)

#90%arrangement #centrelink #retailinbound #onestopshop



One of the main queries that we receive in regards to ODA accounts are in relation to the 90% arrangement and the restraints placed on the account. As you may know, the 90% arrangement is offered to customers that have overdrawn their account and receive certain Government benefits. This arrangement is put in place to help our customers get their accounts back in order.

If you have access to CAP you are able to lift and place these restraints manually. I have attached a link above which outlines the process (You may need to scroll down but the information is under the heading Deleting & Re-Loading a Hard Hold Restraint - 90% Arrangements (Centrelink Payments)) BUT if there are any questions or you need any of these steps clarified please don't hesitate to contact us. .

about a year ago **Unlike** Comment Follow-up More Add to Knowledge Base