



How to update your correspondence preference

You can change your correspondence preference from your current setting through MyService.

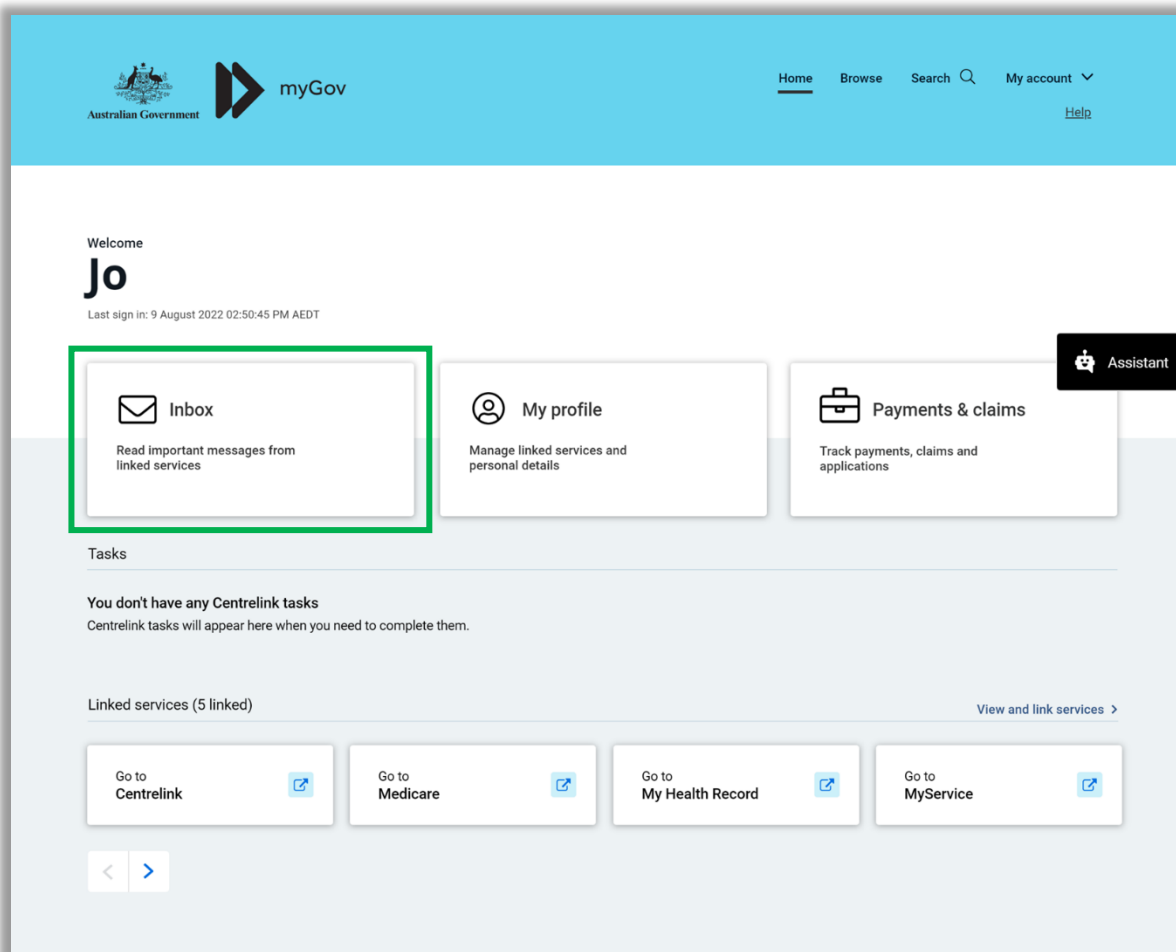
Over time, we are increasing the range of letters that can be sent to you in myGov. You can choose to receive these letters by post or in your myGov inbox as they become available digitally.

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Note: This guide shows images of sample screens. The screens do not contain information about any real DVA clients.

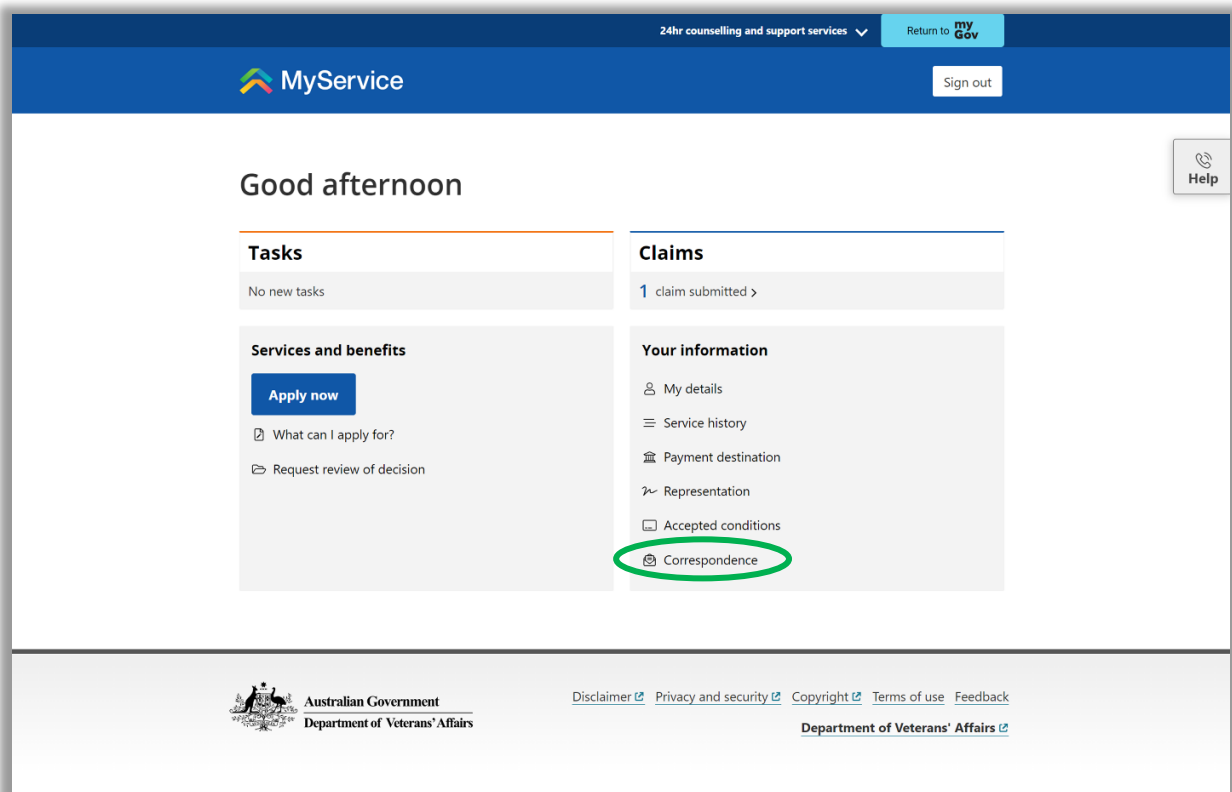
Note: When you receive DVA correspondence sent to your myGov inbox, it will appear in the inbox on your myGov home page.



Step 1 – Select 'Correspondence'

Sign in to your MyService account and select 'Correspondence' on the home screen.

Note: Your home screen might look a little different to the one shown here. Look for 'Correspondence' under 'Your information'.



Step 2 – Update your correspondence preference

You will now be on the 'Correspondence' screen. This is where you can manage your correspondence preferences and download or request official letters.

Correspondence by post

If you want to receive your letters by post, select 'Send all my correspondence by post'.

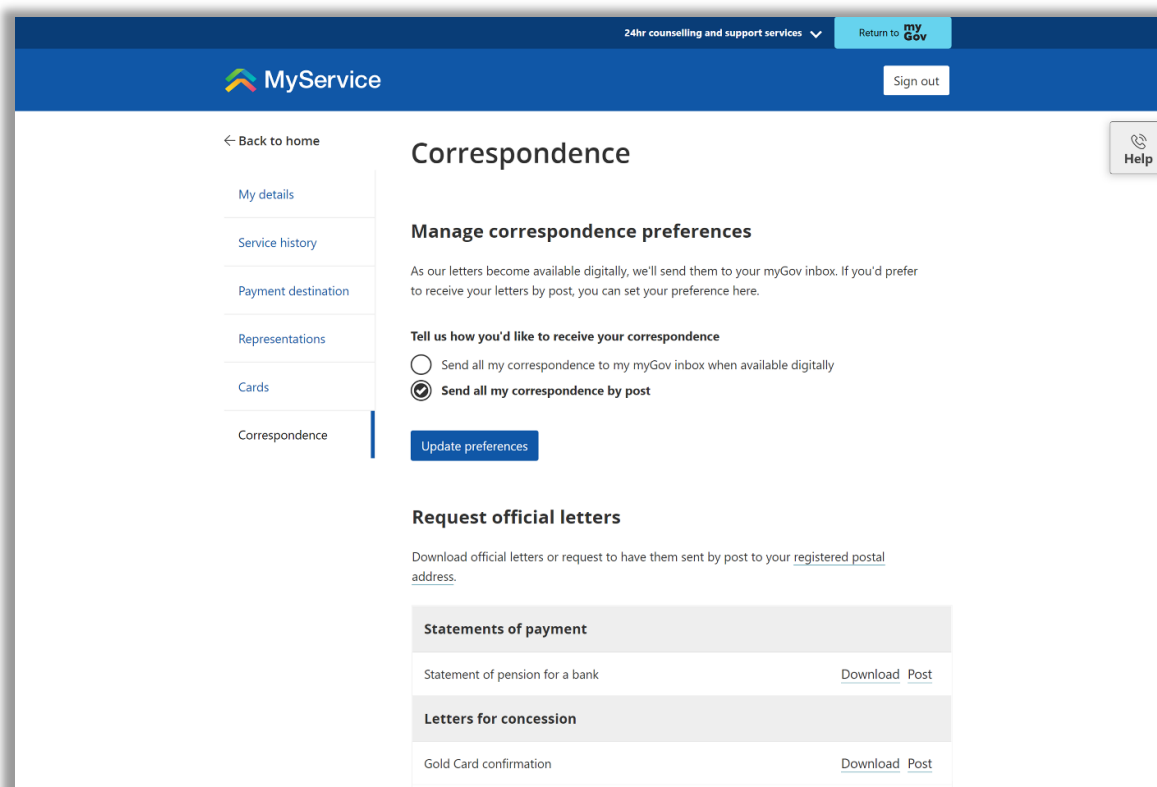
Correspondence digitally

If you want to receive digitally available letters in myGov, select 'Send all my correspondence to my myGov inbox when available digitally'. If a letter isn't available digitally, it will automatically be sent by post.

Once you've chosen your preference, select 'Update preferences'.

You can change your preference at any time.

You're done!



The screenshot shows the 'Correspondence' page in the MyService portal. The page has a blue header with the MyService logo and a 'Sign out' button. A navigation menu on the left includes 'Back to home', 'My details', 'Service history', 'Payment destination', 'Representations', 'Cards', and 'Correspondence'. The main content area is titled 'Correspondence' and features a 'Help' icon. Under 'Manage correspondence preferences', there is explanatory text and two radio button options: 'Send all my correspondence to my myGov inbox when available digitally' (unselected) and 'Send all my correspondence by post' (selected). An 'Update preferences' button is located below these options. The 'Request official letters' section includes text about downloading or requesting letters by post. Below this are two sections: 'Statements of payment' with a 'Statement of pension for a bank' and 'Letters for concession' with a 'Gold Card confirmation'. Each item in these sections has 'Download' and 'Post' links.

See our website for more [MyService how-to guides](#).

Contact us on [1800 VETERAN](#) (1800 838 372) for support and advice.

[We welcome your feedback](#) on this guide and our other services.