



How do I access FEG Online Services

To access Fair Entitlements Guarantee (FEG) Online Services you initially need to register via the FEG Online Services website at www.employment.gov.au/FEGonline (see section 1 of this guide).

Features of FEG Online Services

You can access FEG Online Services regardless of whether you submit your claim online, or by post, fax or email. The following features are available online:

- **Lodge a FEG claim online**

If you have not already lodged a FEG claim you can submit it online (see section 2 of this guide). We will receive it immediately and you will receive a claim reference number. A summary of your submitted claim will be available to view via your FEG Online Services account.

- **Check the status of your claim**

After lodging your FEG claim, you can check its assessment status online, even if you lodged via post, email or fax (see section 3 of this guide).

- **Lodge mandatory and additional information**

You can lodge mandatory documents and any additional supporting documents online (see section 4 of this guide). We will receive this information within 24 hours.

- **Access letters we have sent**

You can access most of the letters we have sent you in relation to your claim (see section 5 of this guide).

Want more information?

You can contact the FEG Hotline for more information.

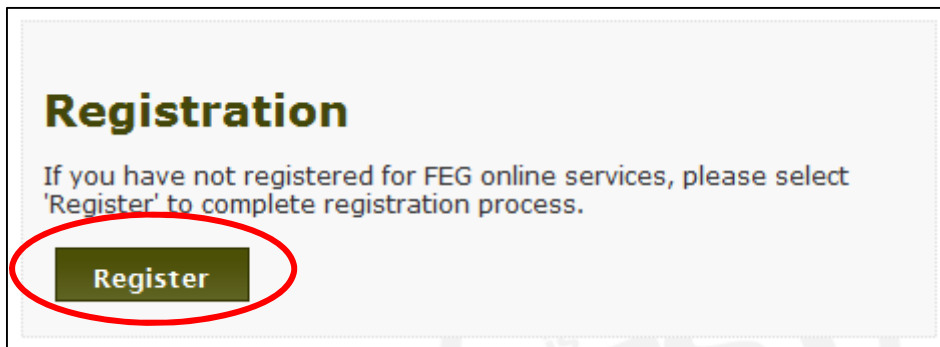
To contact the FEG Hotline:

- Phone 1300 135 040 or
- Email FEG@deewr.gov.au

If you speak a language other than English, call the Translating and Interpreting Service (TIS) on 13 14 50 for free help anytime.

Section 1 – How to ‘Register’ and ‘Sign In’ for FEG Online Services

1. Go to www.employment.gov.au/FEGonline, click **Register**.

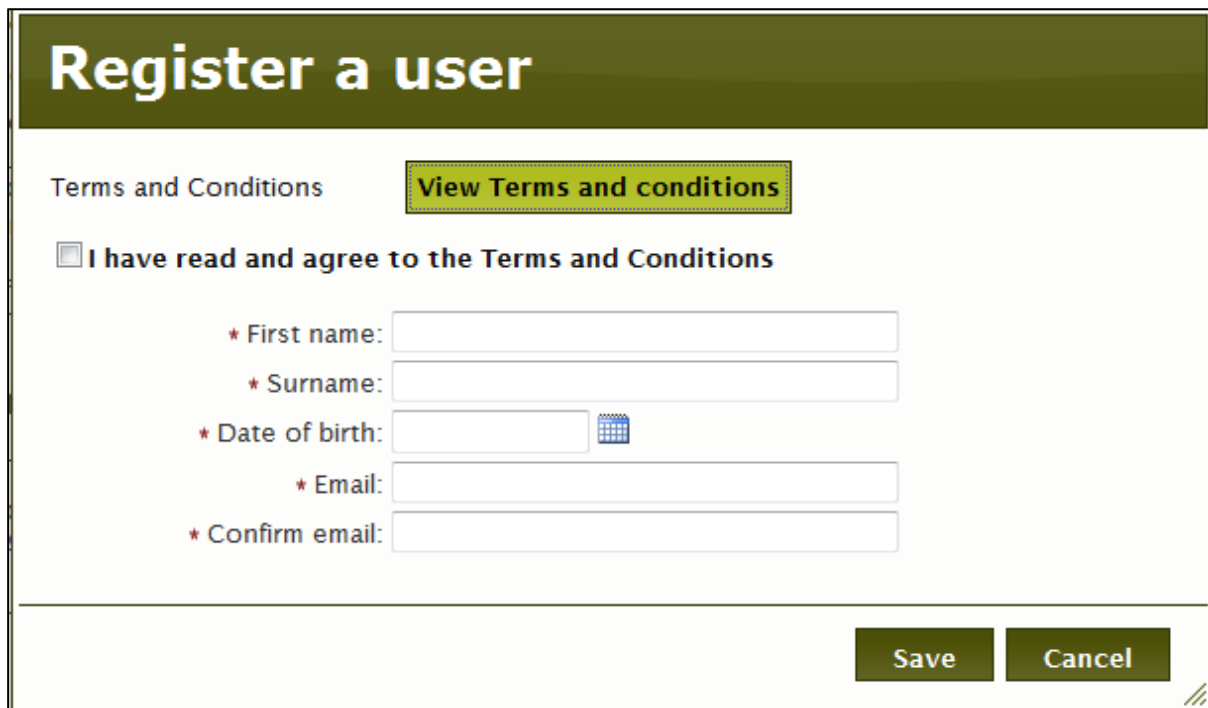


Registration

If you have not registered for FEG online services, please select 'Register' to complete registration process.

Register

2. Fill in all fields with an asterisk (*) and then click Save, ensuring that you have read and accepted the Terms and Conditions of the website



Register a user

Terms and Conditions **View Terms and conditions**

☐ I have read and agree to the Terms and Conditions

* First name:

* Surname:

* Date of birth: 

* Email:

* Confirm email:

Save **Cancel**

3. Your **Login ID** will appear in the box on the screen after you have successfully registered. Your Login ID is the email address that you used to register.

An email will be sent to your nominated email address advising you that you have successfully registered for FEG Online Services. This email will also contain a temporary password for your account.



The image shows a 'Registered' screen with a green header. The text on the screen reads: 'You have successfully registered with the FEG Online Services.' followed by 'Your Login Id is: jane@citizen.com.au'. Below this, it says 'You will receive an email containing your temporary password and further information. Please keep a record of your Login ID and password details as these are required to access FEG Online Services.' At the bottom right, there is a green 'OK' button.

4. To start using FEG Online Services you need to **login** – enter your **Login ID** and the **temporary password** that was emailed to you, click **Log in**.



The image shows a 'Login to your account' screen. It has a light blue header. The text says: 'If you have already registered for FEG online services, please enter your user name or email and your password and then select 'Log in'.' Below this are two input fields: '* Login Id or Email Id:' with the value 'jane@citizen.com.au' and '* Password:'. A red circle highlights the green 'Log in' button. Below the buttons is a link that says 'I have forgotten my password'.

5. You will then be prompted to change your temporary password to one of your own choosing which must contain a minimum of nine characters. Your password should consist of a combination of:
 - uppercase (A-Z)
 - lowercase (a-z)
 - numeric characters (0–9)

Your password cannot be the same as, or sequential to any of your last 10 passwords (i.e. Zebra1, Zebra2). Please remember to keep a record of your unique password for future reference.

Change Password

Please enter details.

*Current password:

*New password:

*Confirm new password:

Password rules

Please enter and confirm your password. Your password must be at least 9 characters long and should consist of a combination of Uppercase, Lowercase and Numbers. The password cannot be the same as, or sequential to, any of your last 10 passwords used. For Example: Castle123, Sunr1ses2.

(* indicates a required field)

Cancel Change Password

6. When you have successfully entered new details, a confirmation message will be shown.

Change Password

Password changed successfully

OK

Trouble shooting tips

When trying to sign into FEG Online Services, an 'unknown user name' or 'bad password' error message displays

You must enter the Login ID (email Address) and temporary password that was assigned to you when registering for FEG Online Services when attempting to Log In for the first time. The details must be exactly the same as those which were provided to you.

If you are unable to login you will need to select **I have forgotten my password**. You will then be prompted to enter your **Login ID** (email address) and your date of birth. If these details match, you will be sent an email with a new temporary password. You will be prompted to change the temporary password to a new unique password when you login.

I have lost my sign in details or my FEG Online Services account is locked

If you enter an incorrect password 5 times, your account will be locked. If you have a locked account, you will need to select **I have forgotten my password** and follow the steps above.

Section 2 – How to lodge a FEG claim online

1. After you have signed into FEG Online Services (as explained in Section 1), click **Complete Claim Form**.

Lodge a New Claim Online

To lodge a new FEG claim form, or finish your incomplete FEG Claim, please select "Complete Claim Form".

Please Note: If you are lodging your FEG claim for the first time, you can save and return to your claim form at any time.

Important! If you are making a claim for an insolvency that occurred before 5 December 2012 then you should be using the [GEERS](#) website.

Complete Claim Form

2. You will then be asked to confirm that a liquidator or bankruptcy trustee was appointed to manage the affairs of your former employer on or from 5 December 2012. This will determine whether you need to submit a claim under the FEG or the General Employee Entitlements and Redundancy Scheme (GEERS). Selecting **Yes** or **Don't Know** will direct you to the FEG online claim form, selecting **No** will direct you to the GEERS online web page as your claim will need to be submitted under the GEERS scheme.

Match Scheme

Was the liquidator or bankruptcy trustee appointed to manage the affairs of your former employer on or after 5 December 2012?

Yes

No

Don't Know

3. You will then be directed to the **BEFORE YOU BEGIN** page. Please read through the information on this page and ensure that you understand it. When you have finished reading, **scroll to the end of the page** and select **Begin Claim Form**.

Helpful information

[Back to Claim Form](#)

BEFORE YOU BEGIN

Please note: The *Fair Entitlements Guarantee Act 2012* commenced on 5 December 2012. The Fair Entitlements Guarantee (FEG) replaces the existing General Entitlements Guarantee (GEG). This claim form should only be used where the insolvency event occurred on or after 5 December 2012. If an insolvency event occurred prior to this date, the GEG applies when an employer becomes bankrupt under the *Bankruptcy Act 1966*.

WHAT IS FEG?

FEG is a basic payment scheme intended to operate as a scheme of last resort, providing financial assistance to employees who have lost their employment because of the insolvency of their employer. When the Commonwealth makes an advance under FEG, the Commonwealth assumes the individual's right to recover these amounts through the insolvency process.

The *Fair Entitlements Guarantee Act 2012* (FEG Act) governs eligibility for FEG assistance, the categories of entitlement covered, and the amount you may be entitled to receive.

For further information on assistance under FEG and the claim process, you may:

- see the range of fact sheets on the operation of FEG – available at www.employment.gov.au/feg
- contact the insolvency practitioner managing your former employer's business affairs
- telephone the FEG Hotline on 1300 135 040
- visit the website at www.employment.gov.au/feg
- send an email to FEG@deewr.gov.au

TCF CONTRACT OUTWORKERS SCHEME

Under the FEG Act, a special scheme has been established to provide assistance to contract outworkers in the textile, clothing and footwear industry (TCF contract outworkers). This scheme applies to insolvency events occurring on or after this date. If you are a worker who fits into this category, you may be eligible for FEG assistance.

If you think you may be eligible for entitlements under the TCF contract outworkers scheme, use this form to make your application. When you are completing the form, you will be asked to provide details of the person you performed work for, and the type of work you performed for that person.

For example, where you are asked to include the details of your former employer, you should provide the details of the specified person you performed work for, and the type of work you performed for that person.

WHAT FEG COVERS

You may be eligible to receive assistance under FEG for the following employee entitlements:

- wages (to a maximum of 13 weeks)
- annual leave
- long service leave
- payment in lieu of notice (to a maximum of 5 weeks)
- redundancy pay (to a maximum of 4 weeks pay per year of service)

[Begin Claim Form](#)

4. Each section of the claim form is set out in 'Parts'. You can move through the form completing each part and selecting **Next**.

Please make sure you answer all of the questions in each part that are marked with an asterisk (*). You will only be shown questions that are relevant to the information you have provided us. All other questions will be hidden.

Claim Form (0% complete)

×

PART A

×

PART B

×

PART C

×

PART D

×

PART E

×

PART F

×

PART G

×

PART H

Attachments

Summary

Help

PART A - YOUR FORMER EMPLOYER'S DETAILS
EMPLOYER DETAILS
***Question A1: What is your former employer's legal name?**

Question A2: What is your former employer's address?
Number and street

Suburb / City

State / Territory

Postcode

Country
Australia

Question A3: Trading name (if known)

Question A4: ABN (Australian Business Number) or ACN (Australian Company Number)

***Question A5: Have you submitted a previous claim for assistance under EESS, SEESA, GEERS or FEG?**

☐ Yes for this employer but a different insolvency event
☐ Yes for a different employer
☐ No

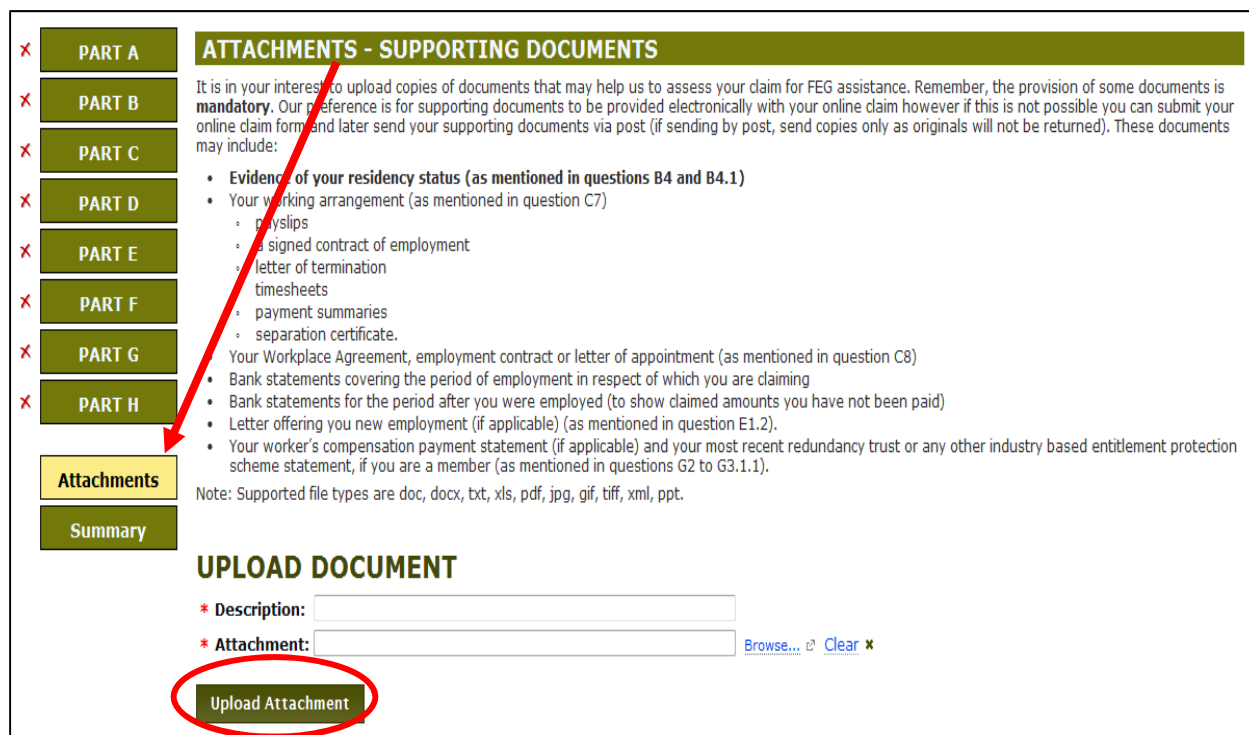
Save

Next

5. It is mandatory to provide documentary correctly certified evidence which supports your claim that you were an Australian citizen or the holder of a permanent visa (i.e. your current visa allows you to live in Australia indefinitely) or special category visa (i.e. your current visa allows you to stay and work in Australia as long as you remain a New Zealand citizen) issued under the *Migration Act 1958* at the time your employment ended.

Although it is not mandatory to do so, we strongly recommend that you also include other supporting documentation with your claim. Supporting documents such as payslips, employment contracts, time sheets and group certificates help the department to assess your claim for FEG assistance.

To upload documents with your claim, navigate to the **Attachments** tab by clicking on it. Select documents from your computer then add a Description for your document i.e. '*John Smith's payslip*' and click **Upload Attachment**. A list of your uploaded attachments will be shown at the bottom of the page after these steps have been completed.



ATTACHMENTS - SUPPORTING DOCUMENTS

It is in your interest to upload copies of documents that may help us to assess your claim for FEG assistance. Remember, the provision of some documents is **mandatory**. Our preference is for supporting documents to be provided electronically with your online claim however if this is not possible you can submit your online claim form and later send your supporting documents via post (if sending by post, send copies only as originals will not be returned). These documents may include:

- Evidence of your residency status (as mentioned in questions B4 and B4.1)
- Your working arrangement (as mentioned in question C7)
 - payslips
 - a signed contract of employment
 - letter of termination
 - timesheets
 - payment summaries
 - separation certificate.
- Your Workplace Agreement, employment contract or letter of appointment (as mentioned in question C8)
- Bank statements covering the period of employment in respect of which you are claiming
- Bank statements for the period after you were employed (to show claimed amounts you have not been paid)
- Letter offering you new employment (if applicable) (as mentioned in question E1.2).
- Your worker's compensation payment statement (if applicable) and your most recent redundancy trust or any other industry based entitlement protection scheme statement, if you are a member (as mentioned in questions G2 to G3.1.1).

Note: Supported file types are doc, docx, txt, xls, pdf, jpg, gif, tiff, xml, ppt.

UPLOAD DOCUMENT

* Description:

* Attachment: [Browse...](#) [Clear](#) ✕

Upload Attachment

6. If you have not completed mandatory sections of the claim form, the system will show a red **X** beside the parts that are incomplete. To navigate back to these sections you can click on each part to return to complete the questions.

Claim Form (97% complete)

Current validation errors - PART B: 1 error; PART C: 4 errors

* indicates a mandatory question
X indicates an incomplete Part

PART A **PART B** **PART C** **PART D** **PART E** **PART F** **PART G** **PART H**

Attachments **Summary** **Help**

PART C - YOUR JOB DETAILS

There are 4 validation error(s) on the form! [Click here for details...](#)

YOUR OCCUPATION

*Question C1: In which state or territory were you employed?

*Question C2: What industry did you work in?

*Question C3: What was your job title?

*Question C4: List the most common duties and tasks you did in your job.

*Question C5: Were you required to hold trade or educational qualifications, or were you required to be a member of any professional associations in order to do your job?

7. After you have completed all parts of the form from Part A to Part H and uploaded your attachments, you will be advised whether or not your claim has passed validation and whether you are able to submit the form. If your form is complete, you will be directed to view a summary of your claim.

You can view the summary by either clicking on the **Summary** link that is provided or clicking on the Summary tab. We advise that you check the content of your claim before submitting it to us.

Claim Form (100% complete)

Your claim form is ready to be submitted to FEG. You can submit your form using the [Declaration tab](#).

We recommend that you check the claim details before submitting your form. You can view a summary of your claim using the [Summary tab](#).

* indicates a mandatory question

PART A **PART B** **PART C** **PART D** **PART E** **PART F** **PART G** **PART H**

Attachments **Summary** **Declaration**

ATTACHMENTS - SUPPORTING DOCUMENTS

It is in your interest to upload copies of documents that may help us to assess your claim for FEG assistance. Remember, the provision of some documents is **mandatory**. Our preference is for supporting documents to be provided electronically with your online claim however if this is not possible you can submit your online claim form and later send your supporting documents via post (if sending by post, send copies only as originals will not be returned). These documents may include:

- Evidence of your residency status (as mentioned in questions B4 and B4.1)
- Your working arrangement (as mentioned in question C7)
 - payslips
 - a signed contract of employment
 - letter of termination
 - timesheets
 - payment summaries
 - separation certificate.
- Your Workplace Agreement, employment contract or letter of appointment (as mentioned in question C8)
- Bank statements covering the period of employment in respect of which you are claiming
- Bank statements for the period after you were employed (to show claimed amounts you have not been paid)
- Letter offering you new employment (if applicable) (as mentioned in question E1.2).
- Your worker's compensation payment statement (if applicable) and your most recent redundancy trust or any other industry based entitlement protection scheme statement, if you are a member (as mentioned in questions G2 to G3.1.1).

Note: Supported file types are doc, docx, txt, xls, pdf, jpg, gif, tiff, xml, ppt.

UPLOAD DOCUMENT

* Description:

* Attachment: [Browse...](#) [Clear](#)

Upload Attachment

DOCUMENTS ATTACHED

No documents are currently attached.

8. After you have viewed the summary of your claim, **scroll to the bottom of the summary page** and select **Back to Claim Form** to return to submit your claim.
9. If you are ready to submit your claim, click on the **Declaration link** or click on the **Declaration tab**.

!! Welcome to FEG Online Services !!

Claim Form (100% complete)

* indicates a mandatory question

Your claim form is ready to be submitted to FEG. You can submit your form using the [Declaration tab](#).

We recommend that you check the claim details before submitting your form. You can view a summary of your claim using the [Summary tab](#).

✓ PART A

✓ PART B

✓ PART C

✓ PART D

✓ PART E

✓ PART F

✓ PART G

✓ PART H

Attachments

Summary

Declaration

ATTACHMENTS - SUPPORTING DOCUMENTS

It is in your interest to upload copies of documents that may help us to assess your claim for FEG assistance. Remember, the provision of some documents is **mandatory**. Our preference is for supporting documents to be provided electronically with your online claim however if this is not possible you can submit your online claim form and later send your supporting documents via post (if sending by post, send copies only as originals will not be returned). These documents may include:

- Evidence of your residency status (as mentioned in questions B4 and B4.1)
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Note: Supported file types are doc, docx, txt, xls, pdf, jpg, gif, tiff, xml, ppt.

UPLOAD DOCUMENT

* Description:

* Attachment: [Browse...](#) [Clear](#) ✕

DOCUMENTS ATTACHED

No documents are currently attached.

10. The first step on the declaration page asks you to confirm that you have attached certified copies of your citizenship or visa documents to your online claim. Select **Yes** if you have attached documents to your claim or **No** if you would prefer to send these documents via post. You will **not** be able to continue submitting your online form until you have answered this question.

ATTACHMENT REMINDER

* If I have claimed to be an Australian citizen or holder of a permanent visa or special category visa at the time my employment ended, I have attached relevant **certified** supporting documents.

☒ Yes
☐ No

Select **Continue** when you have made your selection.

11. We advise you to read all of the information provided before submitting your claim. After you have read the details, select the **Yes I agree** checkbox and the **Submit** button will be shown. Click this button to submit your claim.

[illegible]

12. After you have successfully submitted your claim, the following message will be displayed. Please make a note of your **claim reference number** for future reference. You will also be sent an email to your nominated email address advising you that we have received your claim.

Claim form submit

Your claim has been successfully submitted to FEC.
Your claim reference number is: **CLAIM-08282410**

Once your claim is matched to a case, you will receive an acknowledgement letter. You can check where your claim is up to by accessing FEC Online Services using your claim reference number. You may also be asked for this number when contacting the FEC Hotline

OK

Trouble shooting tips

When trying to submit a claim online, the claim is rejected because it already matches a claim recorded in our database

Before you are able to submit a completed online claim, our system will check you have not already lodged a claim against the employer. If the system finds a matching claim, you will not be able to submit another claim online and you will receive an error message.

Please contact the FEG Hotline on 1300 135 040 or send an email to FEG@deewr.gov.au if you want to check if we have already received your claim.

An email confirmation was not received after submitting a claim online

There are two reasons you may not receive your email confirmation:

- The email address you entered was incorrect.
- There may be technical issues with the system.

If you are certain you have entered the correct email address, please contact the FEG Hotline on 1300 135 040 or send an email to FEG@deewr.gov.au to confirm your claim has been lodged correctly.

Why can't I load more attachments with my online claim form?

There are three places in the online claim you can attach supporting information. Each individual file that you attach must be no more than 5MB. You can attach files up to a total of 20MB to your claim form.

If you reach these limits but want to lodge additional information, you can do so via your FEG Online Services login page. See section 4 of this guide for more information.

Section 3 – How to track the progress of your FEG claim

1. After you have signed into FEG Online Services, you will need to attach your claim to your online account to track the status of your claim. To attach your claim, select the **Add Claim** button under the **Add Existing Claim** heading.

FEG Online Services

Lodge a new claim online
If you have not already lodged a FEG claim you can submit a new claim online.

Already lodged a claim?
You can access FEG online services if you lodged your FEG claim online or via post, email or fax.

Check the status of your claim
If you submitted your FEG claim online, you must wait until the next business day to access this function. If you lodged your claim via post, email or fax, you must wait until you receive a letter from us advising we have received your claim.

Lodge additional information
We may ask you to lodge additional information to assess your FEG claim. The documents you submit online will be sent to us within 24 hours of lodgement.

Access letters we have sent
You can access some letters we have sent you about your claim.

Want more information?

Lodge a New Claim Online
To lodge a new FEG claim form, or finish your incomplete FEG Claim, please select "Complete Claim Form".
Please Note: If you are lodging your FEG claim for the first time, you can save and return to your claim form at any time.
Important! If you are making a claim for an insolvency that occurred before 05 Dec 2012 then you should be using the [GEERS](#) website.

Complete Claim Form

Add existing claim
If you have an existing claim that you would like to track the status of, please click the Add Claim button.

Add Claim

2. You will then be prompted to enter your **Claim Reference Number**. This was provided to you when you submitted your online claim to the department. If you did not submit your claim online, your claim reference number is also shown on your FEG acknowledgement letter that is sent to you when your claim is matched to a case in our database.

Enter the correct claim reference number, first name, last name and date of birth and select **Save**. Please note that if you were nominated as an Agent on one or many FEG claims and you wish to attach these claim(s) to your account, you will need to enter the claimant details appropriate to the claim(s) you are attaching.

Add claim

Please enter your 'Claim Reference Number' using the format CLAIM-99999999 or ACLAM-99999999.

You can find your claim reference number on your acknowledgement letter which is sent to you by post once your claim is received by the Department and entered into the database.

* Claim Reference Number:

* Claimant first name:

* Claimant last name:

* Claimant date of birth:

Save **Cancel**

- Once you have successfully attached the claim to your account, the claim will be shown in the **Existing claims linked to this account** table. To view the status of each claim attached to your account, select **View Status**.

The FEG Online status tracking page also provides you with the ability to lodge additional supporting documents and view copies of letters that we have sent you. Links to these sections of the status tracking page are also available in the table. You can also view a summary of each claim attached to your account by selecting **Summary** beside each claim.

FEG Online Services

Lodge a new claim online

If you have not already lodged a FEG claim you can submit a new claim online.

Already lodged a claim?

You can access FEG online services if you lodged your FEG claim online or via post, email or fax.

Check the status of your claim

If you submitted your FEG claim online, you must wait until the next business day to access this function. If you lodged your claim via post, email or fax, you must wait until you receive a letter from us advising we have received your claim.

Lodge additional information

We may ask you to lodge additional information to assess your FEG claim. The documents you submit online will be sent to us within 24 hours of lodgement.

Access letters we have sent

You can access some letters we have sent you about your claim.

Want more information?

For more information, you can:

- Access our website – <http://www.employment.gov.au/feg>
- Phone the FEG Hotline – 1300 135 040
- Email the FEG Hotline – FEG@deewr.gov.au

If you speak a language other than English, call the Translating and Interpreting Service (TIS) on 13 14 50 for free help anytime.

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To lodge a new FEG claim form, or finish your incomplete FEG Claim, please select "Complete Claim Form".

Please Note: If you are lodging your FEG claim for the first time, you can save and return to your claim form at any time.

Important! If you are making a claim for an insolvency that occurred before 5 December 2012 then you should be using the [GERS](#) website.

[Complete Claim Form](#)

Add existing claim

If you have already submitted a claim either by paper or online and you would like to track the status of your claim, please click the Add Claim button.

[Add Claim](#)

Existing claims linked to this account

Existing Claim	Reference Number	Employer Name	Claimant	Date Created	Online
View Status	In Progress			01 Nov 2013	Complete
Add Attachments	CLAIM-		Citizen, John	31 Oct 2013	Summary
Access Letters					

Claim Status Page

What is shown on this screen?

- The top of the page confirms your details.

Claim Status (CLAIM-)

Your Name :

Your Date of Birth :

Your former employer's name :

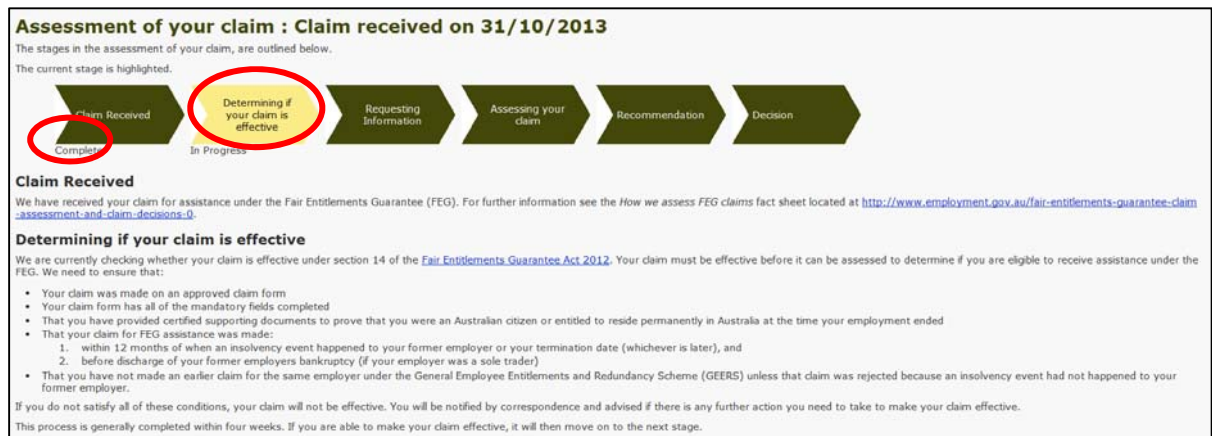
Your former employer's address :

- The 'Claim(s) submitted' section displays claims you have lodged against this former employer, including any requests for reassessment, review or appeal.
 - Information about your current claim will be displayed automatically.

Claim Type	Date we received claim	Status of claim	View further information
Claim	31/10/2013	In Progress	View Details
1 record			

- The 'Assessment of your claim' section provides an update on the status of your claim.
 - A description of each step is provided at the **Assessment of your claim** section.

4. **Complete** will appear beneath each step once your claim has moved past that part of the process. The current step, where your claim is currently sitting, is highlighted in yellow. Text will be displayed below the current step to provide you with detailed information on what is currently happening with your claim.



Please note that if you are tracking the status of a review, your stages of claim assessment status update will not display with any steps. The status shown on screen is the most current status of your review.

Trouble shooting tips

My Claim has not progressed to the next step since I last checked

We aim to process your claim as quickly as possible but there are many factors that can affect the time it takes.

While your claim may not have moved forward in the process since you last checked, please be assured that assessment of your claim is still progressing. Some stages of the claim assessment process can take longer than others—a claim will usually spend most of its time in step 3.

When a step has been completed, your claim will progress to the next step and the previous step will be marked as **Complete**.

I am unable to check the status of my claim through FEG Online Services

You will be able to track the status of your claim immediately after submission. If you are unable to link your claim to your account using your claim reference number please contact the FEG Hotline for further assistance on 1300 135 040.

Section 4 – How to add attachments to your claim

1. After you have signed into FEG Online Services, click **Add Attachments** under the **Existing claims linked to this account** table. Please note that you will need to ensure that a claim is linked to your account before you can add attachments.

FEG Online Services

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If you have not already lodged a FEG claim you can submit a new claim online.

Already lodged a claim?
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Lodge additional information
We may ask you to lodge additional information to assess your FEG claim. The documents you submit online will be sent to us within 24 hours of lodgement.

Access letters we have sent
You can access some letters we have sent you about your claim.

Want more information?
For more information, you can:
• Access our website – <http://www.employment.gov.au/feg>
• Phone the FEG Hotline – 1300 135 040
• Email the FEG Hotline – FEG@deewr.gov.au
If you speak a language other than English, call the Translating and Interpreting Service (TIS) on 13 14 50 for free help anytime.

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[Complete Claim Form](#)

Add existing claim
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[Add Claim](#)

Existing claims linked to this account

Existing Claim	Reference Number	Employer Name	Claimant	Date Created	Online
View Status	In Progress			01 Nov 2013	Complete
Add Attachments	CLAIM-		Citizen, John	31 Oct 2013	Summary

2. By selecting **Browse** you can locate files from your computer to upload. The system supports the following file types for upload - doc, docx, df, txt, xls, pdf, jpg, gif, tif, tiff, xml, ppt. When you have selected the documents from your computer, select **Upload Attachment** to send them through to us.

Attachments

No records found

* Attachment: [Browse...](#) [Clear](#) ✕

Note: Supported file types are doc, docx, txt, xls, pdf, jpg, gif, tiff, xml, ppt. [Upload Attachment](#)

3. A list of documents you have already submitted to us is provided on this screen. You can view your attachments by selecting **View**.

Attachments

File name	
JaneCitizenSupportingDocs.txt	View

1 record

* Attachment: [Browse...](#) [Clear](#) ✕

Note: Supported file types are doc, docx, txt, xls, pdf, jpg, gif, tiff, xml, ppt. [Upload Attachment](#)

Trouble shooting tips

I am unable to upload additional information for my internal review

Please attach the documents to an email and send that email to FEG@deewr.gov.au.

Make sure you also include your full name, date of birth and claim reference number in your email so we can process the additional information as quickly as possible.

The file type I wish to upload isn't accepted

Not all file types are accepted for upload. Acceptable formats are doc, docx, df, txt, xls, pdf, jpg, gif, tif, tiff, xml or ppt. If the file that you are trying to upload is not one of these file types then you will not be able to submit it online. You can either save the file in one of our supported file types or send it via email to FEG@deewr.gov.au.

Section 5 – How to access letters we have sent you

1. After you have signed into FEG Online Services, you will be able to access copies of most of the letters we have sent you. To access your letters, click **Access letters** beside your claim in the **Existing claims linked to this account** table.

FEG Online Services

Lodge a new claim online

If you have not already lodged a FEG claim you can submit a new claim online.

Already lodged a claim?

You can access FEG online services if you lodged your FEG claim online or via post, email or fax.

Check the status of your claim

If you submitted your FEG claim online, you must wait until the next business day to access this function. If you lodged your claim via post, email or fax, you must wait until you receive a letter from us advising we have received your claim.

Lodge additional information

We may ask you to lodge additional information to assess your FEG claim. The documents you submit online will be sent to us within 24 hours of lodgement.

Access letters we have sent

You can access some letters we have sent you about your claim.

Want more information?

For more information, you can:

- Access our website – <http://www.employment.gov.au/feg>
- Phone the FEG Hotline – 1300 135 040
- Email the FEG Hotline – FEG@deewr.gov.au

If you speak a language other than English, call the Translating and Interpreting Service (TIS) on 13 14 50 for free help anytime.

Lodge a New Claim Online

To lodge a new FEG claim form, or finish your incomplete FEG Claim, please select "Complete Claim Form".

Please Note: If you are lodging your FEG claim for the first time, you can save and return to your claim form at any time.

Important! If you are making a claim for an insolvency that occurred before 5 December 2012 then you should be using the [GLERS](#) website.

[Complete Claim Form](#)

Add existing claim

If you have already submitted a claim either by paper or online and you would like to track the status of your claim, please click the Add Claim button.

[Add Claim](#)

Existing claims linked to this account

Existing Claim	Reference Number	Employer Name	Claimant	Date Created	Online
	In Progress			01 Nov 2013	Complete ¹²
	CLAIM		Citizen, John	31 Oct 2013	Summary ¹²
					Add Attachments Access Letters ¹²

2. The **Correspondence** section displays a list of letters we have sent to you. Please note some letters relating to decisions made about your claim are not available online.

Correspondence		
Name	Sent date	
FEG Acknowledgement Letter	24/10/2013	View
FEG Acknowledgement Letter	22/10/2013	View
FEG Ineffective Claim Form Letter	22/10/2013	View
3 records		

Want more information?

To contact the FEG Hotline:

- Phone 1300 135 040, or
- Email FEG@deewr.gov.au

If you speak a language other than English, call the Translating and Interpreting Service (TIS) on 13 14 50 for free help anytime.

Further information about FEG is also available on our website www.employment.gov.au/feg.