



## **PATS Cheque Cessation FAQs**

### **How will I receive my reimbursement payment from PATS?**

All PATS reimbursements will be made via an Electronic Funds Transfer (EFT).

### **Can I receive my reimbursement payment via a Cheque?**

No.

In keeping with WA Health directive to cease all cheque payments by July 2025, all PATS reimbursements will only be paid via EFT.

### **How will I tell PATS my bank account details?**

When you submit your next PATS claim, please include your account name, BSB number and account number on the PATS claim form. There is a dedicated section for these details.

### **Can I update my bank account details over the phone?**

No.

You must provide your bank account details in writing, either by using the PATS claim form or via email to your local PATS office.

### **Do I need to contact my local PATS Office to give them my bank account details now?**

No.

There is no need to contact your local PATS office to update your details now. Please include your bank details on the form you submit for your next PATS claim.

### **I have already submitted my claim, and haven't received my reimbursement yet. How do I tell my local PATS office my bank details?**

Your local PATS office will contact you if they need more information from you.

### **Has the process for submitting PATS claims or any other PATS processed changed?**

No.

Go to [PATS processes explained](#).

### **Is the eligibility criteria still the same to claim PATS?**

Yes.

Go to [PATS eligibility](#).

**If you have any queries, please contact your [local PATS office](#) or PATS Area Office on 08 9781 2016 for assistance**