

Claim number:  
Review number: **[Insert Review Number]**

15 October 2020

Client name  
Address 1  
Address 2  
Address 2

Dear

**We've received your review application**

We received your review application on [insert review lodgement date] concerning [insert decision for review].

[OPTION 1 START FOR A LATE APPLICATION] From the date that we make a decision, there's a three-month time limit to apply for an independent review. We can only accept later applications if factors outside your control affected your ability to apply in time. The date of the decision was [insert decision date], which means your review application was received after the three-month time limit.

**What happens next?**

We'll contact you in the next five working days to talk about the next steps. If you'd like to talk to us sooner, please get in touch using the contact details below.

We'll take another look at the decision and consider any new information.

The attached information sheet can help you navigate the review process. [OPTION 1 END]

**[OPTION 2 START FOR AN ON TIME APPLICATION] What happens next?**

We'll take another look at the decision and consider any new information.

We'll contact you in the next five working days so that we can talk about the next steps. The attached information sheet can help you navigate the review process. [OPTION 2 END]

If you have any questions or would like to talk to us, please get in touch using the contact details below.

Yours sincerely

Name of Review Specialist  
**Review Specialist**  
Telephone: [Insert telephone number]

Encl. *Reviewing an ACC decision*

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT