

# Authorised Representative Form

In order to protect your security and private information, we will only allow access to your account to a representative who has been authorised according to this Authorised Representative Form. We will also recognise a representative who has been authorised by an appropriate legal instrument such as a Guardianship Order or an Enduring Power of Attorney. Our Customer Service Team can assist you to complete the form if necessary.

## Customer Details

1. Name:
2. Account number:
3. Address:
4. Telephone:
5. Email:

## Representative Details

6. Name:
7. Address:
8. Telephone:
9. Email:

## Authority Type

10.  **Limited Authority** only to have access to information about the account including name, address, amount owing if any, and details of the plan
11.  **Limited Authority only as advocate**, who may speak to us on your behalf for matters relating to the account which do not require that we provide information about the account to the representative, including for the purposes of making a complaint on your behalf
12.  **Full authority**, including to obtain and provide information on your behalf, to request additional services, cancel existing services, and reduce or incur additional charges.

If you do not select one or more of the levels of authority, then we will presume you intend to grant limited authority to the Authorised Representative.

## Authorisation

13. I hereby grant the selected level of authority to the nominated Representative.

Signature..... Date.....