

Appointing an Authorised Representative

Please complete the below form to appoint an Authorised Representative to deal with Telephonic on your behalf. You may otherwise provide Telephonic with a letter, authorisation or other reasonable form of authorisation as may be reasonably required by us.

What is an Authorised Representative?

When you appoint an Authorised Representative ("AR") you are giving the person you appoint the authority to deal with us on your behalf as your agent.

This means that the AR has the power to act and access information as if they were you. This includes making complaints, changing account details, or terminating a contract. You can of course specify limitations of your AR's rights.

Who can appoint an Authorised Representative?

Only Telephonic account holders can appoint an Authorised Representative.

Appointing multiple Authorised Representatives

If you wish to appoint more than one AR, please complete one Appointment of Authorised Representative Form for each person you wish to appoint. You can appoint up to three AR.

How to appoint an Authorised Representative

Complete the form and have it witnessed

Fill out all areas of the Appointment of an Authorised Representative Form on the following page of this document. Sign it in front of (witnessed by) any one of the following persons.

- A Justice of the Peace
- A Solicitor or Barrister
- A Police Officer
- A Medical Practitioner
- A Chiropractor
- A Physiotherapist
- A Dentist
- A Pharmacist
- An Accountant who is a member of the Australian Institute of Chartered Accountants, CPA Australia or the National Institute of Accountants with two (2) or more years of continuous membership
- An agent in charge of, or a permanent employee (with two (2) or more years of continuous service) of an Australia Post outlet
- An officer with, or authorised representative of, a holder of an Australian Financial Services Licence, having two (2) or more continuous years of service with one or more licensees

Return an original form to us

For security reasons, we require you to submit the completed, signed form to us by post to:

Telephonic, Level 10, 611 Flinders Street, Melbourne 3005

Additional help

Contact us if this process is too difficult or inconvenient by phone on **1300 162 163**.

Your details

Telephonic account number (Find this in the top right corner of your bill)	
Account holder's full name*	

*You must be the account holder to appoint an Authorised Representative

"I wish to appoint the following person as my Authorised Representative."

Your Authorised Representative's ("AR") details

AR's full name	
AR's telephone number	
AR's email address	
AR's physical address	
Limitations of the AR's rights†	

†Specify here anything that your AR should NOT be allowed to do on your behalf; if this section is left blank your AR has the power to act as if they were you.

Appointment of Authorised Representative declaration by the account holder

"I, _____ (the account holder), authorise Telephonic to deal with the above person as my Authorised Representative ("AR"). I acknowledge that I am responsible for all acts of my AR within the authority as described in this Appointment. Telephonic may assume that it is dealing with my AR if they identify themselves as such when contacted at any of the contact details above. This appointment continues until I revoke it in writing."

Your signature

Place and date	
Account holder's signature	

Witness's declaration and signature

"I confirm that the person signing above (account holder) has produced evidence of their identity."

Place and date	
Witness's signature	
Witness's full name	
Witness's capacity‡ and address	

‡For example, JP, police officer, etc