

If you wish to appoint an Advocate or Authorised Representative to deal with TeleSEQ on your behalf, please complete the form below. Alternatively, you may provide TeleSEQ with a letter or authorisation or other reasonable form of authorisation as may be reasonably required by TeleSEQ.

Please note

When you appoint an Advocate, you are giving the person you nominate the authority to deal with TeleSEQ on your behalf, but the Advocate **cannot** make changes on your behalf to your account without you being present and agreeing to such action.

When you appoint an Authorised Representative you are giving the person you appoint the authority to deal with us on your behalf as your agent. This means that the Authorised Representative 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 Authorised Representative's rights.

Please note that only account holders can appoint an Authorised Representative. If you wish to appoint more than one Authorised Representative, please complete one Authorised Representative Form for each person you wish to appoint. You can appoint up to three Authorised Representatives.

For security reasons we require you to submit the completed Authorised Representative Form to us as a signed original and witnessed by one of the following persons below:

- A Justice of the Peace;
- An Accountant who is a member of the Australian Institute of Chartered Accountants, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership;
- A Solicitor or Barrister;
- A Police Officer;
- An agent in charge of, or a permanent employee (with 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 2 or more continuous years of service with one or more licensees;
- A Dentist;
- A Pharmacist;
- A Medical Practitioner;
- A Chiropractor or a Physiotherapist.

Please contact us on (07) 5451 7377 if this proves too difficult or inconvenient for you, and we will work with you to find an alternative way of appointing an Authorised Representative.

ACCOUNT HOLDER'S DETAILS*

Title: Mr. / Mrs. / Ms. / Miss (Please circle one)

Full Name: _____

Email Address: _____

** - You must be the Account Holder to appoint an Advocate or Authorised Representative.*

"I wish to appoint the following person as my (please select one):

Advocate

Authorised Representative"

Your Nominated Advocate's/Authorised Representative's details

Title: Mr. / Mrs. / Ms. / Miss (Please circle one)

Full Name: _____

Telephone number: _____

Email address (if applicable): _____

Nominee's physical address:

Limitations/Permissions:

Advocate

When you are present and provides permission, your Advocate may make any changes to your account. This may include:

- Request records: Request account records, such as invoices, be sent to an address, email address, or other contact information previously established with you;
- Deal with: Can discuss specific issues with TeleSEQ on your behalf, but cannot make any decisions or changes to the account.
- Pay accounts: Can pay the bill on an account.
- Tech support: Can work with TeleSEQ on troubleshooting for devices or services on the account.
- Nothing: Cannot discuss any issues or take any actions, including payment, without you being present.

If you wish to give permission for your nominated Advocate to perform additional activities on your behalf, please specify anything that your Advocate **SHOULD** be allowed to do on your behalf in the section below. If left blank, the Advocate cannot discuss any issues/take any actions, without you being present.

Authorised Representative

Unless explicitly excluded, your Authorised Representative will have full authority over all aspects of your account, and effectively becomes the account holder, with all the same permissions, including the ability to make changes to your TeleSEQ plan/options, make changes to your account, open or close services and add other Authorised Representatives.

If you wish to limit the activities that can be performed by your Authorised Representative on your behalf, please specify anything that your Authorised Representative should **NOT** be allowed to do on your behalf in the section below. If left blank, the Authorised Representative has the power to act as if they were you.

Appointment declaration:

"I, _____, authorise TeleSEQ to deal with the above person as my Advocate / Authorised Representative*. I acknowledge that I am responsible for all acts of my Advocate / Authorised Representative* within the authority as described in this Appointment. TeleSEQ may assume that it is dealing with the Advocate / Authorised Representative* if they identify themselves as such when contacted at any of the contact numbers/addresses above. This appointment continues until I revoke it in writing."

** - Please "strike out" the term that does NOT apply*

Signature:

Account holder's signature:

Place and date:

Witness's declaration and signature:

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

Witness's signature:

Place and date:

Witness's full name:

Witness's capacity (JP, police officer etc.) and address:
