

# Appointment of Advocate or Authorised Representative

Dear Customer,

If you wish to appoint an Advocate or Authorised Representative to deal with us on your behalf, please:

1. Carefully read the important notes below
2. Carefully complete the form on the next page
3. With proof of your identity, have certified by authorised person
4. Post to ECN Pty Ltd at:

7/10 Benson Street  
Toowong 4006

## **Important notes:**

### 1. What is an Advocate?

An 'Advocate' you appoint can deal with us on your behalf (including making a complaint) but:

- Cannot change your account or services; and
- Cannot act on your behalf or access your information unless you are present and agree

### 2. What is an Authorised Representative?

An 'Authorised Representative' you appoint can deal with us on your behalf as your agent (including making a complaint) and:

- If you give them limited rights: has only those rights including any limitations you specify on access to your information; and
- If you do not give them limited rights: has power to act and access information as if they are you.

### 3. If we are not clear whether you intend to appoint an Advocate or an Authorised Representative?

- We will assume you only intend to appoint an Advocate
- We may also accept a person who holds up an appropriate Power of Attorney or Guardianship Order as Advocate or Authorised Representative for a customer.
  - Please forward a certified copy of the Power of Attorney or Guardianship Order together with this form (signed by the Attorney or Guardian for the customer).

**Note:** We may need to have the documents checked before we can accept the appointment.

### 4. To protect your privacy and security and to minimise the risk of fraud:

- Our requirement is that this Appointment be submitted by post as a signal original, witnessed by a Certified Justice of the Peace.

# Appointment of Advocate or Authorised Representative

Date: \_\_\_\_\_

To: \_\_\_\_\_

My account type/s:      Landline       Mobile       Internet

My account ID: \_\_\_\_\_  
Telephone number / Internet username / account number

Account holder name: \_\_\_\_\_  
Note: This must be the actual account holder

I wish to appoint either (tick one):    an Advocate     OR    an Authorised Representative

Appointed Person Name: \_\_\_\_\_

Email address is: \_\_\_\_\_

Landline number is: \_\_\_\_\_

Mobile number is: \_\_\_\_\_

Their physical address is: \_\_\_\_\_

Limitation/s on authority of Authorised Representative: \_\_\_\_\_  
(Complete if applicable)

## My appointment authority:

I authorise you to deal with the above person as my Advocate or Authorised Representative (as applicable). I acknowledge responsibility for anything my Advocate or Authorised Representative does on my behalf within their authority as described in this Appointment. I release you from any claim I might otherwise have against you, based on anything you do in reliance on this Appointment. You may assume that you are dealing with the relevant person if they identify themselves as such when you contact any of the contact numbers / addresses above. The appointment continues until I revoke it in writing.

My signature: \_\_\_\_\_

Signature of witness: \_\_\_\_\_

Name of Justice of the Peace: \_\_\_\_\_

Stamp: