

Appointment of Advocate or Authorised Representative



Crunch Tel Pty Ltd
102/70-76 Alexander St. Crows Nest, NSW 2065
Call: 1300 87 30 67 Fax: 1300 87 30 68
Email: customercare@crunchtel.com.au
Visit: crunchtel.com.au

Dear Customer,

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

- read the important notes below;
- complete the form on the next page;
- take it, with some proof of your identity, to a witness as indicated next;
- sign it in the presence of a lawyer, doctor, pharmacist, Centrelink officer or member of police as witness; and
- post it to us at the address above.

IMPORTANT NOTES

1. An 'Advocate' whom you appoint can deal with us on your behalf (including making a complaint) but:
 - (a) cannot change your account or services; and
 - (b) cannot act on your behalf or access your information unless you are present and agree.
2. An 'Authorised Representative' whom you appoint can deal with us on your behalf as your agent (including making a complaint) and:
 - (a) if you give them limited rights: has only those rights including any limitations you specify on access to your information; and
 - (b) otherwise: 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 shall assume you only intend to appoint an advocate.
4. We may also accept a person who holds 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). We may need to have the documents checked before we can accept the appointment.
5. To protect your privacy and security and to minimise the risk of fraud, our normal requirement is that this Appointment be submitted by post as a signed original, witnessed by a lawyer or doctor or pharmacist or Centrelink officer or member of police. If this is too difficult or inconvenient for you, please call our Customer Service team and we will talk with you about an alternative way to accept the appointment while protecting your interests.

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Date: ____/____/____

To: Crunch Tel Pty Ltd

My Account Type/s (tick): 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 (tick): An Advocate or An Authorised Representative

The person I appoint is: _____

Their email address is: _____

Their landline number is: _____

Their mobile number is: _____

Their physical address is: _____

Suburb: _____ State: _____ PostCode:

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

My appointment and 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 reasonable 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.

Account Holder Signature: _____

Name of Account Holder: _____

Qualification of witness: Lawyer / doctor / pharmacist /
Centrelink officer / police

Address of witness: _____

Suburb: _____ State: _____ PostCode:

Confirmation by witness: I confirm that the person signing above has produced evidence of their identity.

Signature of witness: _____

Name of witness: _____