

Appointment of Advocate or Authorised Representative

Dear Customer,

Australian Privacy Rules and telecommunications standards, codes and guidelines require us to only discuss your account with you, or someone you appoint as an Advocate or Authorised Representative.

Note that we will not discuss your account with anyone that you have not previously authorised.

If you wish to appoint an Advocate or Authorised Representative to deal with us on your behalf, we can organize this for you. You will need to provide us with the authority to do this in a recordable manner, this can be by phone call or email.

What is an Advocate?

An 'Advocate' 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.

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:

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

If you do not specify whether you intend to appoint an Advocate or an Authorised Representative, we will assume you only intend to appoint an Advocate.

In your absence, we may also accept a person who holds an appropriate Power of Attorney or Guardianship Order as Advocate or Authorised Representative for you. This person will need to provide a copy of the Power of Attorney or Guardianship Order to us before we will accept them as your Advocate or Authorised Representative.

If you have any questions, please contact us directly on 1300 010 011