



Bereavement Support Form

We understand that this is a difficult time, and we want to ensure we make this process as simple as possible for you. When possible, please complete this form and return it to our bereavement support team with the necessary documentation.

Please forward together with a copy of the death certificate or a Doctor's certificate cause of death to us via email at mobilesupport@spacetalk.co

SECTION 1: Completed by an authorised representative of the deceased.

Due to privacy laws only people who are authorised to act on behalf of the deceased customer can access and make changes to the customer's account and services. It is a requirement that a copy of the death certificate or a Doctor's certificate cause of death as well as authorisation to access on behalf of the deceased customer is provided to Spacetalk Mobile.

The following relationships are accepted to act as a representative:

- Executor, administrator, or trustee of the deceased's estate
- Lawyer or solicitor administering the will.
- Next of kin

DETAILS

Name of the Deceased: _____

Date of Birth: _____ Date of Death: _____

Name of Authorised Representative: _____

Representatives Relationship to the Deceased: _____

Representatives Contact Number: _____

Representatives Email Address: _____

I WANT TO (Please Select):

Cancel the mobile service Transfer ownership of the mobile service

I confirm I am the Representative of the deceased customer named above and I am authorised to facilitate changes to the account as outlined on this form. I confirm that the information I have provided is correct and truthful. I agree I am liable for any fees, cost or loss arising from Spacetalk Mobile actioning my request in relation to the deceased's account and services.

Full name: _____ Date: _____

Signature: _____

SECTION 2: Only complete this section if you want to CANCEL the mobile services.

I request the cancellation of the following Spacetalk Mobile services.

Account Number: _____

Mobile Number: _____



SECTION 3: Only complete this section if you want to TRANSFER the mobile services to a new account holder.

I request the transfer of the following Spacetalk Mobile services to a new account.

Account Number: _____

Mobile Number: _____

NEW ACCOUNT HOLDER (The person the service is being transferred to)

We require proof of identity to create a new Spacetalk Mobile account. This can be either a driver's license, passport, or Medicare card. Please ensure you have a clear and easy to read copy of your identification when filling out this form. To get an identification match, the details you enter must match exactly with the identification record on file. Common errors include the name not matching. Please check carefully to ensure the name has not been shortened or changed to an English language version, rather than the official registered name present in the identification.

Full name: _____ Date of Birth: _____

Contact Number: _____ Email Address: _____

Residential Address: _____

BY CONTINUING YOU AGREE TO THESE TERMS OF USE AND SERVICE AGREEMENTS

Critical Information Summary: spacetalk.co/mobile

Terms Of Use: spacetalk.co/mobile

IDENTITY TYPE:

DRIVERS LICENSE OR MEDICARE CARD OR PASSPORT

DRIVERS LICENSE:

License Number: _____ Card Number: _____

State of Issue: _____ Copy Attached?

MEDICARE CARD:

Card Number: _____ Reference Number: _____

Name On Card: _____ Card Colour: _____

Expiry: _____ Copy Attached?



PASSPORT:

Passport Number: _____ Country Of Issue: _____

Copy Attached?

IDENTITY CHECK WITH EQUIFAX:

I confirm I am authorised to provide the personal details presented and I consent to my information being checked with the document issuer or official record holder via third party systems and services for the purpose of confirming my identity.

For further information please see our Terms of Use at spacetalk.co/mobile

I have read and agree to the collection and processing of my personal information under the terms of our Privacy Policy at spacetalk.co/mobile

Full name: _____ Date: _____

Signature: _____

AUTOPAY

All transactions are secure and encrypted. From your nominated payment method we will debit in advance the upfront amount based on your chosen prepaid SIM plan. Our SIM plans require autopay, the ongoing reoccurring charge for your plan will be debited from your chosen payment method on the day your prepaid SIM plan expires. To change your recharge amount or to update payment details please log into your account at spacetalk.co/mobile

PAYMENT METHOD

Card Number (Visa or Mastercard, 16 digits): _____

Expiry Date: _____ CCV: _____

TERMS AND CONDITIONS

- Before agreeing to the transfer of ownership please ensure you fully understand our policies, terms and conditions, fees, and ongoing cost of the Spacetalk Mobile service. These can be found at spacetalk.co/mobile
- I agree to fulfil all obligations imposed upon the current owner under the existing contract for the services; and acknowledge that I have read and understand all statements made in this application form.
- I will be taking over the services listed above including all applicable contracts and that the nominated services will be transferred to my account with the same structure and set up as they currently have, unless the plan is no longer available, in which case I consent to Spacetalk Mobile transferring me to a current in market plan.
- I will be liable for all debts incurred on the services listed above from the date of transfer and I agree that I will not seek to recover loss I have suffered or may suffer as a result of the transfer.



Full name: _____ Date: _____

Signature: _____

WHAT'S NEXT?

Please email your form and relevant documentation to **mobilesupport@spacetalk.co** one of our Spacetalk Mobile team members will be in touch shortly. Generally, bereavement applications are actioned within 7 business days. Our team will be in touch if we require any further information.