

## **AUTHORISED REPRESENTATIVE**

An Authorised Representative is a person or persons, or third party a customer can appoint to deal with CipherTel on their behalf.

The Authorised Representative can be given specific limited powers to deal with your account or can be given broader Authority to deal with you account as if they are you.

## **APPOINTMENT**

If you wish to appoint an Authorised Representative to deal with CipherTel on your behalf you can complete and lodge an Appointment of Authorised Representative Form which can be located at [www.ciphertel.com](http://www.ciphertel.com), or you can contact our Support Team on 1300 309 500 to arrange a form to be supplied to you or to discuss the matter in more detail.

## **ADVOCATE**

An advocate is someone who you authorise to communicate with CipherTel but has no ability to act independently or access your account. The circumstances where you may appoint an advocate could be to communicate with us in matters of Financial Hardship or Complaint Handling.

## **POWER OF ATTORNEY AND GUARDIANSHIP ORDERS**

We also accept holders of Power of Attorney or Guardianship Order authorities as having rights to deal with CipherTel on your behalf. Certified copies of these documents would need to be provided to CipherTel prior to any communications regarding your account.