

### **Appointment of an Advocate or Authorized Representative**

Dear Customer,

If you would like to appoint an Advocate or Authorised Representative to act on your behalf when dealing with us, please:

- Make sure to **review the important notes** provided below carefully.
- Carefully **fill in the form** on the next page.
- Take the form, along with proof of your identity, to an approved witness as outlined below:
- **Sign the form** in the presence of a lawyer, doctor, pharmacist, Centrelink officer, or police officer, who will act as your witness; and
- **Post it to 204/66 Berry St North Sydney NSW 2060, Australia**, or
- **Email it to:** [support@crownmobile.com.au](mailto:support@crownmobile.com.au)

### **Important Notes**

1. An Advocate you appoint can communicate with us on your behalf, including lodging complaints. However:
  - (a) They cannot make changes to your account or services; and
  - (b) They cannot act on your behalf or access your personal information unless you are present and give consent.
2. An Authorised Representative you appoint can act as your agent and deal with us on your behalf, including making complaints.
  - (a) If you grant limited rights, they will only have the permissions you specify, including any restrictions on accessing your information; and
  - (b) if no limitations are set, they will have full authority to act and access information as if they were you.
3. If it is unclear whether you intend to appoint an Advocate or an Authorised Representative, we will assume you only wish to appoint an Advocate.
4. We may also accept an individual holding a valid Power of Attorney or Guardianship Order as an Advocate or Authorised Representative for the customer. A certified copy of the Power of Attorney or Guardianship Order must be submitted along with this form, signed by the Attorney or Guardian. Please note that we may need to verify these documents before the appointment can be accepted.
5. To ensure your privacy, security and to help prevent fraud, our standard process requires that this appointment be submitted by post as a signed original, witnessed by a lawyer, doctor, pharmacist, Centrelink officer, or police officer.



## Advocates and Authorized Representatives

To: Crown Mobile

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

My Service Number : \_\_\_\_\_

Account Holder Name : \_\_\_\_\_

Account Holder Date of Birth : \_\_\_\_\_

Current method of payment: Credit Card ☐ Voucher ☐ Bank Account Direct Debit ☐ PayPal ☐

What number do you call or SMS regularly? \_\_\_\_\_

I wish to appoint (tick):

- ☐ an **Advocate** or  
☐ an **Authorized Representative**

**The fields in this box are mandatory**

The person I appoint is : \_\_\_\_\_

Their email address is : \_\_\_\_\_

Their mobile number is : \_\_\_\_\_

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

Limitation/s on authority of Authorized Representative :

Note : Complete if applicable

### My appointment and authority:

I authorise you to deal with the person named above as my Advocate or Authorised Representative (as applicable). I accept full responsibility for any actions they take on my behalf within the scope of authority outlined in this Appointment. I release you from any claims I might otherwise make against you for actions taken in good faith in reliance on this Appointment. You may assume you are dealing with the authorised person if they identify themselves as such using the contact details provided above. This appointment remains in effect until I revoke it in writing. I confirm that the appointed person is over 18 years of age.

My Signature:

Signature of witness:

Name of witness:

Qualification of witness: Lawyer / Doctor / Pharmacist / Centrelink officer / Police

Note: circle qualification

Address of witness:

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