

# Appointment of Advocate or Authorised Representative



## 1. Advocate

An 'Advocate' you appoint can deal with us on your behalf (including making a complaint) but:

- Cannot change your account or services; and
- Cannot act on your behalf or access your information unless you are present and agree.

## 2. Authorised Representative

An 'Authorised Representative' you appoint can deal with us on your behalf as your agent (including making a complaint) and:

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

## 3. Appointment of an Advocate or Authorised Representative

As a client of Smartcom Business Communications, and you wish to appoint an Advocate or Authorised Representative to deal with us on your behalf, please follow the procedure below;

1. Complete the form on page 2 of this document;
2. With proof of your identity, have the form certified by authorised person;
3. Post to the form to Smartcom Business Communications Pty Ltd at:

Smartcom Business Communications Pty Ltd  
36/71 Eagle Street  
Brisbane, QLD, 4000

To protect your privacy and security and to minimise the risk of fraud: our requirement is that this Appointment be submitted by post as a signal original, witnessed by a Certified Justice of the Peace.

## 4. Ambiguity

If we are not clear as to whether you intend to appoint an Advocate or an Authorised Representative;

- We will assume you only intend to appoint an Advocate
- We may also accept a person who holds up 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 the completed form on page 2 of this document (signed by the Attorney or Guardian for the customer).

**Note:** We may need to have the documents checked before we can accept the appointment.

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Please enter details in the table below;

<b>To:</b>			
<b>Date:</b>		<b>Customer Number:</b>	
<b>Account Name:</b>			
<b>Appointment:</b> Indicate Advocate or Authorised Representative			
<b>Appointed Person:</b>			
<b>Landline:</b>		<b>Mobile:</b>	
<b>Email:</b>			
<b>Address:</b>			
<b>Limitation/s on authority of Authorised Representative:</b>	If applicable		

## My appointment authority:

I authorise that Smartcom 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 Smartcom from any claim I might otherwise have against it, based on anything Smartcom does in reliance on this Appointment. Smartcom may assume that it is 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.

<b>My Signature:</b>	
<b>Signature of Witness:</b>	
<b>Justice of the Peace Name:</b>	
<b>Stamp &amp; Date:</b>	