

## Zolt

### **Authorised Representatives Policy**

When you appoint an Authorised Representative you are giving the person you appoint the authority to deal with us on your behalf as your agent. This means that the Authorised Representative has the power to act and access information as if they were you. This includes making complaints, changing account details or terminating a contract. You can also specify limitations of your Authorised Representative's rights.

Please note that only account holders can appoint an Authorised Representative. If you wish to appoint more than one Authorised Representative, please contact us to discuss adding a note to your account.

You may also appoint an Advocate, although an Advocate does not have the power to act on your behalf or access your information unless you are present to agree or unless the Advocate is also the Authorised Representative

To appoint an Authorised Representative to act on your behalf, please send an email to [support@zolt.com.au](mailto:support@zolt.com.au) (from the email registered to your account) with the following information:

- Your full name, contact phone number and physical address
- A statement that "I wish to appoint the following person as my Authorised Representative"
- Full name, contact phone number and physical address of Authorised Representative
- Details of any limitations upon the Authorised Representative's rights (including, for example, the end date of the authority)

For security reasons the Authorised Representative will be required to provide us with the one-time code from the mobile phone which has been linked to your account. We will also contact you by telephone to confirm that you understand and agree to the appointment of the Authorised Representative.

If you have any queries, please contact us by telephone on 1300 368 151