



**RESOLVER
GROUP**

Resolver Group

Appointment of an Authorised Representative

Revised: 1st February 2022

What is this document?

If you wish to appoint an Authorised Representative to deal with Resolver Group on your behalf, please complete the form below.

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 of course 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 complete one Authorised Representative Form for each person you wish to appoint.

We additionally offer the ability for you to Appoint an Authorised Representative via your Customer Portal (<https://Portal.ResolverGroup.com.au>) or by speaking with our team on 1800 497 152. If you have any issues appointing an Authorised Representative, please contact us so that we can assist you with the process.

Due to fraud risks we cannot use a Letter of Authority to Appoint an Authorised Representative to your account as we need to validate the identity of the Account Holder as part of our process.

Appointment of Authorised Representative

Your details:

Account number (Available from the top right corner of your bill):

Account holder's full name (You must be the account holder to appoint an Authorised Representative):

"I wish to appoint the following person as my Authorised Representative":

Your Authorised Representative's details

Authorised Representative's full name:

Authorised Representative's telephone number:

Authorised Representative's email address (if applicable):

Authorised Representative's physical address:

Limitations of the Authorised Representative's rights (Specify anything that your Authorised Representative should NOT be allowed to do on your behalf. If left blank, the Authorised Representative has the power to act as if they were you.):

Appointment declaration:

“I, _____, authorise Resolver Group to deal with the above person as my Authorised Representative. I acknowledge that I am responsible for all acts of my Authorised Representative within the authority as described in this Appointment. Resolver Group may assume that it is dealing with the Authorised Representative if they identify themselves as such when contacted at any of the contact numbers/addresses above. This appointment continues until I revoke it in writing. I understand that a Resolver Group Representative will contact me to verify that I have signed this document in an effort to prevent fraud on my account.”

Signature of Account Holder

Signature of Witness

Name of Account Holder

Name of Witness

Date Signed (Full Date)

Date Signed (Full Date)