

APPOINTMENT OF AN AUTHORISED REPRESENTATIVE OR ADVOCATE

Use this form if you would like another person to help with, or act on, your Highway account. There is no charge. You can change or cancel the appointment at any time.

Authorised representative

Can act for you within the authority you give them, including discussing information or making agreed account changes.

Advocate

Can support you, but cannot access information or make decisions unless you are present and agree.

1. Account holder

FULL NAME**ACCOUNT NUMBER OR HIGHWAY SERVICE / EMAIL****CONTACT PHONE****EMAIL**

2. Person being appointed

FULL NAME**CONTACT PHONE****EMAIL**

3. Their role

☐ Authorised representative☐ Advocate

Select one. An advocate must not make account changes unless they are also appointed as an authorised representative.

AUTHORITY, DURATION AND SIGNATURES

4. What may the authorised representative do?

Complete this section only when appointing an authorised representative. Select either full authority or the individual matters that apply.

- ☐ All account matters, including changing or cancelling services
- ☐ Billing, invoices and payments
- ☐ Technical support and fault reporting
- ☐ Complaints and payment assistance
- ☐ Update contact details
- ☐ Order, change or cancel services

OTHER LIMITS OR INSTRUCTIONS

5. How long should the appointment last?

☐ Until I revoke it

☐ Until this date:

6. Account holder declaration

I appoint the person named on page 1 in the role and with the authority shown on this form. I understand that an authorised representative may act on my account within that authority and that I remain responsible for charges and decisions properly made under it. Highway may contact me or request further evidence to verify a sensitive or unusual request.

ACCOUNT HOLDER SIGNATURE

DATE

7. Representative acknowledgement

I agree to act only within the role and authority given, protect the customer's information and tell Highway if I can no longer act.

REPRESENTATIVE / ADVOCATE SIGNATURE

DATE

Send the completed form to admin@hwy.com.au.

To change or cancel this authority, email us or call 02 6372 3645. Highway will protect your privacy and only request information reasonably needed to verify the appointment.