

# Appointment of Advocate

If you are an Account Holder and wish to appoint an Advocate to deal with Rippa® on your behalf, please complete the form below.

## Advice regarding an Advocate's power to act

When you appoint an Advocate you are giving the person you appoint the power to act on your behalf, as if they are you.

However, an Advocate cannot make changes to your account details or change your services. An Advocate will have no access to your personal information, unless you are present and agree to such access. You may wish to use an Advocate for a range of reasons, such as:

- to assist with communication
- to make a complaint
- to discuss a bill or a service difficulty
- as a language interpreter.

If you wish to appoint someone to make changes to your account details or change your services, you may appoint an Authorised Representative, using the form accessible at [www.rippa.com.au](http://www.rippa.com.au). Only Account Holders can appoint an Advocate. If you wish to appoint more than one Advocate, please complete one 'Appointment of Advocate' form for each person you wish to appoint.

## Appointment of Advocate

Complete the following details.

Account number:

Account Holder's full name:

Advocate's full name:

Advocate's telephone number:

Advocate's email address:

Advocate's address:

Limitations of the Advocate's authority. Specify anything that your Advocate should not be allowed to do on your behalf. If left blank, the Advocate has the power to act as if they were you, other than making changes to your account details or changes to your services.

## Appointment declaration

I, \_\_\_\_\_, the Account Holder, authorise Rippa to deal with the person listed above as my Advocate. I acknowledge that I am responsible for all acts of my Advocate relating to my Account. Rippa may assume that it is dealing with the Advocate 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.

Account Holder's signature:

Date:

Account holder's signature:

## Assistance

Please contact us on 1300 230 212 if completing this form is too difficult or inconvenient for you, and we will work with you to find an alternative way of appointing an Advocate.

## Cancelling the appointment of an Advocate

You can cancel the appointment of an Advocate at any time by providing written notice to Rippa at [support@rippa.com.au](mailto:support@rippa.com.au). The

cancellation will not take effect until the written notice has been received by Rippa, and until this time we are entitled to continue to act on any instructions provided by the Advocate.

## Provide the completed form to us

Once completed, please email this form to [support@rippa.com.au](mailto:support@rippa.com.au).