

Authorised Representative Authority Form – Complaint



Please return your completed application form to your Banking Relationship Manager or return to customer.relations@boq.com.au

Section 1 - Customer Details

Customer 1:

| | | |
|---------------------|-------------------------------|----------|
| Full Name | Date of birth: dd / mm / yyyy | |
| Home Phone (00) | Mobile Phone | |
| Residential address | | |
| Suburb/Town | State | Postcode |

Customer 2: (if applicable)

| | | |
|---------------------|-------------------------------|----------|
| Full Name | Date of birth: dd / mm / yyyy | |
| Home Phone (00) | Mobile Phone | |
| Residential address | | |
| Suburb/Town | State | Postcode |

Section 2 - Account Details

Option 1: All account (check box)
A Customer number is required to link all accounts (please enter here):

Option 2: Information on individual accounts only
(check box and complete table)

| Account Contract Number | Account Type |
|-------------------------|--------------|
| | |
| | |
| | |

Section 3 - Authorised Representative Details

| | | |
|---------------------------|-------------------------------|----------|
| Full Name | Date of birth: dd / mm / yyyy | |
| Company Name/Relationship | Preferred Contact Number (00) | |
| Email | | |
| Postal address | | |
| Suburb/Town | State | Postcode |

Section 4 – Authority

I/we the customer/s authorise the above Authorised Representative to act as my/our agent in relation to this complaint to:

- Seek and exchange personal information (including information related to credit, financial affairs or sensitive information about me and my accounts) from Bank of Queensland;
- Negotiate and enter into arrangements that are binding on me/us related to the account/s; and
- Act on my/our behalf until this authority is revoked.

I/we the customer/s understand that:

- Standard account notification (including account statements and other prescribed notices) can still be sent to me/us by Bank of Queensland;
- If an agreement is made, my/our written consent may be required;
- Bank of Queensland will rely on the information provided and the declaration and privacy consent previously provided by me/us to Bank of Queensland;
- Bank of Queensland will communicate with the above Authorised Representative via phone, letter, email or other forms of communication as agreed and which may be required, unless:
- we specifically requested the Bank of Queensland to have direct communications with us;
- the Bank of Queensland reasonably believes that above Authorised Representative is acting against our best interests;
- the Bank of Queensland reasonably believes that above Authorised Representative is acting in a deceptive or misleading manner with us and/or the Bank of Queensland; or
- at the time the Bank of Queensland is dealing with your complaint above Authorised Representative has been excluded by the Australian Financial Complaints Authority (AFCA) from representing complainants in relation to any complaint lodged by us with AFCA; and
- This authority can be revoked by contacting Bank of Queensland on 1800 663 080 or at the address below.

The Authorised Representative by signing the below:

- Agrees to act as an authorised representative contact for the above customer/s until such time as this authority is revoked;
- Acknowledges they have no authority to access or operate the above customer/s account/s;
- Consent to my personal information being collected for the purpose of acting as Authorised Representative for the above customer/s as outlined below; and
- Acknowledge this authority can be revoked by the Authorised Representative contacting Bank of Queensland on 1800 663 080 or at the address below.

Section 5 – Signatures

Signature of Customer 1

X

Date

Signature of Customer 2

X

Date

Signature of Authorised Representative

X

Date

If you are a proposed authorised representative, we collect your personal information in order to be able to contact you as the account holder has requested. If you do not provide the information we request, we may be unable to accept you as an authorised representative. Our privacy policy is available online which further outlines these requirements.

It covers:

- How you can access the personal information we hold about you and ask for it to be corrected;
- How you may complain about a breach of the Australian Privacy Principles or a registered privacy code and how we will deal with your complaint;
- How we collect, hold, use and disclose your personal information in more detail.

Section 6 - Privacy Notification

Bank of Queensland (referred to as "we") collect your personal information in order to be able to contact you, as the account holder has requested and to deal with the account holder's complaint. If you do not provide the information we request, we may be unable to accept you as an Authorised Representative.

We may disclose your personal information in the normal operations of our business with parties which include our related bodies corporate, other financial institutions, regulatory bodies and government agencies, courts and external dispute resolution schemes, payments systems participants, agents, contractors and professional advisers who assist us in providing our services (including our white label partners), your or our insurers and organisations that carry out functions on our behalf including mailing houses, data processors, researchers, system developers or testers, accountants, auditors, valuers and lawyers

Some of the parties with which we exchange your personal information, including our service providers and other third parties listed above, may be located outside Australia in countries including New Zealand, Philippines, India, the United States of America, Singapore, United Kingdom, Spain, Israel, Finland, Canada and Mongolia.

Our Privacy Policy, a copy of which can be found at www.boq.com.au, sets out how you can access and correct information we hold about you, how you can complain about a breach by us of your privacy rights and how your complaint will be handled. You may contact our Privacy Officer in relation to your personal information) by:

Bank of Queensland Privacy Officer
GPO Box 898, Brisbane, QLD 4001
Telephone: 1300 55 72 72
Email: privacy@boq.com.au.

Bank use only:

CEP complaint case #

Account holder signature/s verified

CEP updated

Preparer Signature

X

Preparer Name

Date

dd / mm / yyyy