

# Representative Authority Form.

**BOQ  
GROUP**

## For Collections and Financial Difficulty Assistance.

Please return your completed application form to Collections & Financial Assistance via

Post: GPO Box 898, Brisbane QLD 4001 or email:

**Collections:** rcm@virginmoney.com.au (1800 312 115)

**Financial Assistance:** CustomerAssistanceTeam@virginmoney.com.au (1800 701 997)

### Section 1 – Customer Details.

#### Customer 1:

Full Name:				Date of Birth:		
Home Phone:			Mobile Phone:			
Email:						
Residential Address:				State:		
				Postcode:		

#### Customer 2: (if applicable)

Full Name:				Date of Birth:		
Home Phone:			Mobile Phone:			
Email:						
Residential Address:				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:
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

### Section 3 – Representative Details.

Full Name:				Date of Birth:		
Company Name/Relationship:				Preferred Contact Number:		
Email:						
Postal Address:				State:		
				Postcode:		

## Section 4 – Authority.

**I/we the customer/s authorise the above Representative to act as my/our agent to:**

- ☐ Seek and exchange personal information (including information related to credit, financial affairs or sensitive information about me/us and my/our accounts) from Bank of Queensland;
- ☐ Negotiate and enter into arrangements with the Bank of Queensland 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 by me/us and the Representative as well as the declaration and privacy consent previously provided by me/us to the Bank of Queensland;
- Bank of Queensland will communicate with the Representative via phone, letter, email or other forms of communication as agreed and which may be required, unless:
  - I/we specifically request that the Bank of Queensland directly communicate with me/us; or
  - the Bank of Queensland reasonably believes that the Representative is acting against my/our best interests; or
  - if the Bank of Queensland has made reasonable attempts to contact, or deal with, the Representative but are unsuccessful; or
  - it is otherwise reasonable to do so in the circumstances.
- If the Bank of Queensland decides to deal with me/us directly, the Bank of Queensland will tell me/us, and will suggest other free alternatives that may be available.
- This authority can be revoked by contacting Bank of Queensland on **1300 312 722** or by writing to the Bank of Queensland at the address above.

**By signing the below, the Representative;**

- 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;
- Consents to their personal information being collected for the purpose of acting as Representative for the above customer/s as outlined below; and
- Acknowledges this authority can be revoked by the Representative by contacting Bank of Queensland on **1300 312 722** or at the address above.

## Section 5 – Privacy Notification.

Bank of Queensland (referred to as “we”) collects your personal information in order to be able to contact you, as the customer/s have requested and to administer the customer/s products and services. If you do not provide the information we request, we may be unable to accept you as a 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, debt collection agencies, 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. Countries including Albania, Belgium, Bulgaria, Canada, China, Costa Rica, France, Germany, Ireland, Israel, Italy, Japan, Malaysia, Mexico, Netherlands, New Zealand, Philippines, Poland, Romania, Singapore, South Korea, Spain, Sweden, Switzerland, United Kingdom, United States of America and Vietnam.

Our Privacy Policy, a copy of which can be found at [www.boq.com.au](http://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:

**Post:** Bank of Queensland Privacy Officer  
GPO Box 898, Brisbane, QLD 4001

**Telephone:** 1300 55 72 72

**Email:** [privacy@boq.com.au](mailto:privacy@boq.com.au).

## Section 6 – Signatures.

Signature of Customer 1:

Date:

Signature of Customer 2:

Date:

Signature of Representative:

Date: