

## FOR COMPLAINTS.

Please return your completed form to Customer Relations via:

Post: Reply Paid 2258, Brisbane QLD 4001 or email [Customer.Relations@virginmoney.com.au](mailto:Customer.Relations@virginmoney.com.au)

Reply paid - no stamp required

### SECTION 1 – CUSTOMER DETAILS

#### Customer 1

Full name:

Date of birth:

Home phone:

Mobile phone:

Residential address:

Suburb:

State

Postcode

#### Customer 2

Full name:

Date of birth:

Home phone:

Mobile phone:

Residential address:

Suburb:

State

Postcode

### SECTION 2 – ACCOUNT DETAILS

Option 1: All accounts (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 NUMBER	ACCOUNT TYPE

## SECTION 3 – REPRESENTATIVE DETAILS

Full name:

Date of birth:

Company name/Relationship:

Preferred contact number:

Email address:

Postal address:

Suburb/Town:

State

Postcode

## SECTION 4 – AUTHORITY

**I/we the customer/s authorise the above 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 Virgin Money (Australia) ;  
Negotiate and enter into arrangement/s that are binding on me/us related to the account/s; and  
Act on my/our behalf in until this authority is revoked.

**I/we the customer/s understand that:**

- Standard account notifications (including account statements and other prescribed notices) can still be sent to me/us by Virgin Money (Australia);
- If an agreement is made, my/our written consent may be required;
- Virgin Money (Australia) 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 Virgin Money (Australia);
- Virgin Money (Australia) 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 Virgin Money (Australia) to have direct communication with me/us;
  - Virgin Money (Australia) reasonably believes that the above Representative is acting against my/our best interests;
  - if Virgin Money (Australia) has made reasonable attempts to contact, or deal with, the Representative but are unsuccessful;
  - Virgin Money (Australia) reasonably believes that the above Representative is acting in a deceptive or misleading manner with us and/or the Virgin Money (Australia);
  - At the time of Virgin Money (Australia) is dealing with my/our complaint, the above Representative has been excluded by the Australian Financial Complaints Authority (AFCA) from representing complainants in relation to any complaint lodged by us with AFCA; or
  - it is otherwise reasonable to do so in the circumstances
- If Virgin Money (Australia) decides to deal with me/us directly, Virgin Money (Australia) will tell me/us and suggest other free alternatives that may be available.
- This authority can be revoked at by contacting Virgin Money (Australia) on **1800 574 766** or via email to [Customer.Relations@virginmoney.com.au](mailto:Customer.Relations@virginmoney.com.au) or via post at the address below.
- The authority is automatically revoked at the closure of the complaint and does not apply to previous or subsequent complaint/s.

The Representative by signing the below:

- Agrees to act as a 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 the Representative for the above customer/s as outlined below; and
- Acknowledge this authority can be revoked by the Representative by contacting Virgin Money (Australia) on **1800 574 766**, via email [Customer.Relations@virginmoney.com.au](mailto:Customer.Relations@virginmoney.com.au) or via post at the address below.

## SECTION 5 – PRIVACY NOTIFICATION

Virgin Money (Australia) (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.virginmoney.com.au](http://www.virginmoney.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: Virgin Money (Australia) – Privacy  
GPO Box 898, Brisbane, QLD 4001

Telephone: **13 81 51**

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

## SECTION 6 – SIGNATURES

Signature of Customer 1:

Date:

Signature of Customer 2:

Date:

Signature of Representative:

Date:

### Internal use only

Complaint reference number:

Customer/s details verified

Representative details verified

Complaint case updated

Signature of Representative:

Name:

Date: