

Agent authority form

To: First Sentier Group

At email: complaints@firstsentier.com, or

By post to: The Complaints Manager, First Sentier Group, Level 5, Tower 3, International Towers, 300 Barangaroo Avenue, Barangaroo NSW 2000

Complainant's name:

Business name, if applicable:

(I, we, my, our or Complainant)

Please complete this form if you want to authorise someone else to act on your behalf in relation to this complaint.

If the complaint is being lodged by a business or association the form must be completed in accordance with any rules governing its internal management (eg. A company's constitution may require all directors to sign).

I/we authorise:

Title

First name

Family name

Organisation name

Relationship to you

Postal address

State and Postcode

Daytime phone

Email

(Representative)

To act on my/our behalf in liaising with the First Sentier Group in relation to the handling of my/our complaint detailed below.

Nature of complaint

Please ensure you and your Representative sign below and provide appropriate identification as outlined in the Appendix. The privacy of your personal information is important to us. Any personal information collected from this form will be handled in accordance with our Privacy Notice (available on our website), which details how we comply with the requirements of the Privacy Act in the handling of personal information.

By signing this form you and your Representative acknowledge and agree that you or your Representative must notify us in writing if the Representative is no longer authorised to act on your behalf in relation to the complaint.

Signature Complainant 1

Signature Complainant 2

Date

Date

Signature Representative

Date

Appendix

Primary documents

Please provide a certified copy one of the following:

- CURRENT Australian drivers licence (including the back if you have changed your address)
- Australian passport (a passport that has expired within the previous 2 years is acceptable)
- CURRENT Proof of Age card issued by a State of Territory
- NSW or WA Photo Card

Secondary documents – if you don't have any of the above

Provide a certified copy of **one** of the following:

- Australian birth certificate or birth certificate issued by a foreign government
- Australian Citizenship or citizenship certificate issued by a foreign government
- Pension card issued by Centrelink
- Medicare Card issued by the Australian government

Plus, a certified copy of **one** of the following:

- A notice issued by the Australian Taxation Office in the last 12 months
- A utilities bill issued in the last 3 months
- Overseas drivers licence

If you cannot provide the identification listed above, please let us know.