



Appointment of an Authorised Representative

Updated: 28 August 2025

If you wish to appoint an Authorised Representative to deal with Pennytel Australia Pty Ltd on your behalf, you can complete the form below and e-mail the completed form to support@pennytel.com.au. Alternatively, you can log in to your account online and update the details of your Authorised Representative yourself.

If you need assistance with appointing an Authorised Representative, please contact us on 1300 232 888 and we will be able to do this over the phone.

1. Important Information

When you appoint an Authorised Representative, you are giving the person you appoint the authority to deal with us on your behalf as your agent. This means that the Authorised Representative has the power to act and access information as if they were you. This includes making complaints, changing account details or terminating a service.

Only account holders can appoint an Authorised Representative. You can only appoint one Authorised Representative at any time.

For security reasons we require you to submit the completed Authorised Representative Form to us as a signed original and witnessed by one of the following persons below:

- A Justice of the Peace;
- An Accountant who is a member of the Australian Institute of Chartered Accountants CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership;
- A Solicitor or Barrister;
- A Police Officer;
- An agent in charge of, or a permanent employee (with 2 or more years of continuous service) of an Australia Post outlet;
- An officer with, or authorised representative of, a holder of an Australian Financial Services Licence, having 2 or more continuous years of service with one or more licensees;
- A Dentist;
- A Pharmacist;
- A Medical Practitioner; or
- A Chiropractor or a Physiotherapist

QUESTIONS OR CONCERNS? 1300 232 888

We're here to help. Contact us via our online chat or by phone: Monday to Friday 9am – 5pm (AET).

Appointment of Authorised Representative Request

Your Details

Account Number:

Account holder's full name (note: you must be the account holder to appoint an Authorised Representative):

"I wish to appoint the following person as my Authorised Representative":

Authorised Representative's full name:

Authorised Representative's date of birth:

Authorised Representative's telephone number:

Authorised Representative's email address (if applicable):

Authorised Representative's physical address:

QUESTIONS OR CONCERNS? 1300 232 888

We're here to help. Contact us via our online chat or by phone: Monday to Friday 9am – 5pm (AET).

Appointment Declaration

"I, _____, authorise Pennytel Australia Pty Ltd to deal with the above person as my Authorised Representative. I acknowledge that I am responsible for all acts of my Authorised Representative within the authority as described in this Appointment. Pennytel Australia Pty Ltd may assume that is dealing with the Authorised Representative 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."

Place and date:

Account holder's signature:

"I confirm that the person signing above (account holder) has produced evidence of their identity."

Place and date:

Witness' signature:

Witness' full name:

Witness' capacity (JP, police officer etc.):

Witness' address:

QUESTIONS OR CONCERNS? 1300 232 888

We're here to help. Contact us via our online chat or by phone: Monday to Friday 9am – 5pm (AET).