



Authority to Act (Individual)

IMPORTANT

When you sign this form you authorise a person to act on your behalf with the Energy and Water Ombudsman (Victoria) (EWOV) and EWOV can:

- seek information from that person about you
- give personal information to that person about you
- deal with that person as if they were you.

EWOV provides an independent and free service. You can avoid fees that an agent might charge in relation to an EWOV complaint by contacting EWOV directly. Fees charged by your agent cannot be recovered from EWOV or the company that your complaint is against.

This authority will remain valid permanently unless you or your representative withdraws it.*

| | |
|--|-------------------------|
| I (account holder's full name) | |
| of (account holder's address) | |
| authorise (full name of the person or full name and organisation you would like to act on your behalf with EWOV, this cannot be an EWOV Conciliator)* | |
| (Your relationship with the person acting on your behalf, e.g. friend, financial counsellor) | |
| of (address of the person acting on your behalf) | |
| to act on my behalf with EWOV. I understand that EWOV provides an independent and free service and that I can avoid agent fees by contacting EWOV directly. | |
| Signed (by account holder) | |
| Account holder's name (please print) | |
| Date | Case reference/s |

Please return to: EWOV

Postal address: Reply Paid 469, Melbourne, VIC, 8060

Freefax: 1800 500 549

Email: investigations@ewov.com.au

- * If you prefer that this authority is valid for this complaint only, rather than permanently, please tick this box. By including the name of an organisation in the 'authorise' field, you are authorising anyone from that organisation to act on your behalf. You can withdraw the authority at any time by contacting EWOV on 1800 500 509. This authority will supersede any previous authority with EWOV.