



# THIRD PARTY AUTHORISATION FORM

## To Nominate An Authorised Third Party

Return the completed form by email to [support@ccsghardship.com.au](mailto:support@ccsghardship.com.au) or post to Level 4, 10 Park Road Hurstville NSW 2220.

If you need help reach out and speak to one of our Customer Care Representatives who can assist you through the process by calling 1300 731 847.

### Customer

Full Name:	Date of Birth:
Address:	
Case Number:	

### Accounts This Authorisation Applies To

All Accounts
  Individual Accounts (list below)

Account Type	Account/Card Number	Account Type	Account/Card Number

### Authorisation Details

What level of access are you authorising?

Enquiry Access

This will permit the Authorised Person/s to:

- Obtain Account details and transaction information and activity only
- Account Details: All information on file regarding your account
- Transaction Activity: All information regarding transactions, amounts and dates.

Limited Access

This will permit the Authorised Person/s to:

- Make amendments to the Account(s), update contact details etc
- Request a payout figure
- Change address, phone number or email address
- To act, negotiate and accept outcomes with Complaint and Hardship Requests.



I/we authorise:

Authorised person:	Date of Birth:
Relationship:	
Organisation/Agency Name:	
Mother's Maiden Name (not required for Financial Counsellors or Authorised Agents):	
Address:	
Email:	Phone:
Start Date:	End Date:

or any other financial counsellor within the organisation to act as my/our agent to:

- Seek and exchange personal information (including information related to credit, financial affairs or sensitive information) about me and my accounts from CCSG Hardship Management or any accounts managed by CCSG Hardship Management
- Negotiate with CCSG Hardship Management and enter into arrangements that are binding on me/us related to the account(s)
- Act on my behalf until this authority is revoked or comes to an expiry as per the End Date provided above.

I/we understand that:

- Standard account notification (including prescribed notices) will still be sent to me/us by CCSG Hardship Management
- If an agreement is made, my/our written consent may be required
- CCSG Hardship Management will rely on the information provided
- CCSG Hardship Management will communicate with my/our appointed representative via phone, letter and email or other forms of communication as agreed and which may be required (unless the end date provided above has been met)
- CCSG Hardship Management will deal with my/our appointed representative until I advise CCSG Hardship Management that I request to have the authority revoked (in writing or by phone)
- If CCSG Hardship Management are unable to contact your authority within a 14 day period, we will recommence contacting the primary account holder (in writing or by phone) and remove the authorised person(s) from our system.

Customer	Authorised Third Party/Financial Counsellor/Agent
Signature:	Signature:
Date:	Date:
Financial Counsellor Registration Number:	

In completing this form, you consent to CCSG Hardship Management collecting your personal information so that CCSG Hardship Management and your authorised party, can help with your financial difficulty or other issues. If the information is not complete or accurate this may affect the ability of CCSG Hardship Management to assist you in this regard.

Our Privacy Policy tells you what we do with the personal information that you have provided. It also tells you how to access and correct that information and how complaints can be made about a breach by us of the Australian Privacy Principles, Part IIIA of the Privacy Act or the Credit Reporting Privacy Code. To view our Privacy Policy visit [ccsghardshipmanagement.com.au](http://ccsghardshipmanagement.com.au)