

Dear Customer,

If you wish to appoint an Authorised Representative to deal with Fred IT Group on your behalf, please:

1. Carefully read the information below;
2. Follow one of the detailed methods to appoint an Authorised Representative.

Important Notes:

1. An 'Authorised Representative' whom you appoint can deal with us on your behalf as your agent (including making a complaint) and:
 - a. if you give them limited rights, has only those rights including any limitations you specify and
 - b. otherwise, has power to act and access information as if they are you.
2. We may also accept a person who holds an appropriate Power of Attorney as Authorised Representative for a Customer. Please forward a certified copy of the Power of Attorney together with this form (signed by the Attorney for the customer). We may need to have the documents checked before we can accept the appointment.

Fred Net Services - Authorised Representative

An Authorised Representative is the person who has authority from you (the Consumer) to deal with Fred (the Supplier) on your behalf as your authorised agent.

The Supplier:

- Fred as the Supplier provides the methods listed below enabling you to appoint an Authorised Representative who can act on your behalf.
- An Authorised Representative has the power to act on your behalf as if they are you, unless you limit their rights in the application to appoint.
- Fred will obtain appropriate authority before it accepts the appointment of a person as an Authorised Representative without making the process of appointment difficult to complete.
- Fred will ensure it obtains the Customer's authority or the appropriate other authority such as a copy of the relevant power of attorney, before accepting a person as the Authorised Representative for a Customer.
- Fred will keep a record of the circumstances and when the Authorised Representative was appointed.
- Fred will take reasonable steps to balance the risks of fraud, privacy and security of Customers with facilitating the appointment of Authorised Representatives.
- Fred will allow Customers to use an Authorised Representative to make a Complaint.

You can appoint an Authorised Representative by one of the methods below

Email

Send an email to help@fred.com.au which contains the following information (used to verify the identity of the Authorised Representative by our Customer Service Team):

1. The full name of the person being appointed,
2. The driver's license number of the person being appointed,
3. The mobile phone number of the person being appointed,
4. Any limits you wish to apply to the authority of the appointee.

A member of the Fred Help Team will contact you to verify the information you provided.

Submit the 'Appointment of Authorised Representative' Form

1. Complete the 'Appointment of Authorised Representative' form on the following page.
2. Send the completed form to Fred in one of the following ways:
 - o Email: help@fred.com.au
 - o Fax: 1300 730 888
 - o Mail: Fred Help, 20 Trenerry Crescent, Abbotsford Vic 3067

FRED NET SERVICES

APPOINTMENT OF AUTHORISED REPRESENTATIVE

Date: ____ / ____ / ____

Customer Name: _____

Business Name: _____

Business Street Address: _____

_____ State: _____ Postcode: _____

I wish to appoint the person named below as my Authorised Representative

Appointee Name: _____

Appointee Email Address: _____

Appointee Mobile: _____

Appointee Address: _____

_____ State: _____ Postcode: _____

Appointee Driver's License Number: _____

Limitations on authority (if any): _____

I authorise Fred to deal with the above person as my Authorised Representative. I acknowledge responsibility for anything my Authorised Representative does on my behalf within their authority as described in this Appointment. I release you from any claim I might otherwise have against you, based on anything you do in reasonable reliance on this Appointment. You may assume that you are dealing with the relevant person if they identify themselves as such. The appointment continues until I revoke it in writing.

Signature of Customer: _____

Signature of Witness: _____

Name of Witness: _____