

Refund or Transfer Form

Use this form to provide bank details for an Electronic Funds Transfer (EFT) refund from your TasWater Account to your nominated bank account, or request a transfer of funds between TasWater Accounts

Note: Level 3 Authorised Representatives on the TasWater account may only request refunds or transfers to another TasWater Account or Bank Account in the same name as the TasWater Account; unless proof of payment is provided showing they were the person making the payment to be refunded / transferred.

1. Property Details

PID			
Street			
Suburb		Postcode	

2. TasWater Account Holder Details

Account No.			
Account Name			

Account Holder 1

Full Name			
Phone 1		Phone 2	
Email			

Account Holder 2

Full Name			
Phone 1		Phone 2	
Email			

3. Refund / Transfer Request

Refund / Transfer Amount	
Refund / Transfer Reason	

Complete either the **Refund** or **Transfer** section below

EFT Refund to a Bank Account details

Financial Institution	
Bank Account Name	
BSB	
Account Number	

Transfer to another TasWater Account

TasWater Account Number	
TasWater Account Name	

4. Authorisation

Authorisation granted by:			
Full Name			
Phone 1		Phone 2	
Email			
I am an:			
<input type="checkbox"/>	Account Holder		
<input type="checkbox"/>	Level 3 Authorised Representative ^{1 2}		
<input type="checkbox"/>	Legal Representative ¹ Please specify authorisation type eg Executor, Power of Attorney		
<input type="checkbox"/>	Business Representative ² Please specify your role within the business eg. Director, Secretary, President, Treasurer, CEO		
Date			
Signature			

Authorisation granted by:			
Full Name			
Phone 1		Phone 2	
Email			
I am an:			
<input type="checkbox"/>	Account Holder		
<input type="checkbox"/>	Level 3 Authorised Representative ^{1 2}		
<input type="checkbox"/>	Legal Representative ¹ Please specify authorisation type eg Executor, Power of Attorney		
<input type="checkbox"/>	Business Representative ^{1 2} Please specify your role within the business eg. Director, Secretary, President, Treasurer, CEO		
Date			
Signature			

¹ Supporting Documentation showing authorisation must be provided if not provided previously

² Proof of payment is required if requesting a refund / transfer to a Bank account / TasWater account in a name that differs to that given in Section 2.

Please return form to TasWater			
Mail	GPO Box 1393 Hobart TAS 7001	Email	enquiries@taswater.com.au

Authorised Representative Information

1. Who can complete this form?

Private / Residential Accounts

For private or residential accounts the form should be completed and signed by **at least one**:

- Property owner of the property/account holder, or
- Legal Representative of the property owner / account holder¹, or
- Level 3 Authorised Representative of the property owner / account holder^{1,2}

Business / Organisation Accounts²

For accounts held by companies, the form should be completed and signed by either a:

- Company director
- Company secretary
- Appropriate company personnel such as a Finance Manager or Business Manager

For accounts held by organisations, the form should be completed and signed by either a:

- President
- Treasurer
- Secretary

Legal Authorisation Supporting Documentation

Proof of Legal Representation should be provided to TasWater, such as:

- Grant of Probate*
- Power of Attorney
- Letters of Administration / Guardianship

*A copy of the Will cannot be accepted, unless it has been certified through the Grant of Probate, confirming the appointment of an Executor.

2. Who is financially liable for the account if authority is given to an authorised representative?

- Financial liability for the account remains with the property owner at all times.

3. What access does an authorised representative have?

- TasWater will ensure responses to enquiries and requests from the authorised representative are within the representative's authority level.
- Authorised Representatives will only be able to access and request changes to account information. They will not be able to access or change the personal information of Account Holders or other Authorised Representatives.
- Level 3 Authorised Representatives (excluding Legal Representatives) are only able to request refunds to the Bank Accounts of, or transfers to other TasWater accounts of, an Account Holder. All other requests must be made by providing proof of payments.

4. How do I cancel an authority?

- The account holder may void any current authorities at any time by written notification to TasWater.

¹ Supporting Documentation showing authorisation must be provided if not provided previously

² Proof of payment is required if requesting a refund / transfer to a Bank account /TasWater account in a name that differs to that given in Section 2.

Privacy Statement

In accordance with the *Personal Information Protection Act 2004* (Tas) and the *Privacy Act 1988* (Cth) we may collect, hold and use your personal information in order to enable us to provide you with our services. To understand more about our obligations and your rights please refer to our Information Protection Statement and our Privacy and Credit Reporting Policy on our website at www.taswater.com.au/About-Us/Governance-and-Policies, email us at enquiries@taswater.com.au or write to our Privacy Officer, c/- TasWater, GPO Box 1393, Hobart TAS 7001.