

Bereavement Assistance

Complete this form to advise us of the passing of our customer and to give us instructions on what to do with the mobile services held by them.

Please forward together with a copy of the death certificate or a Doctor's certificate cause of death to:

By email:	help@konec.com.au
By post	L3, 5 Talavera Road Macquarie Park NSW 2113

Section 1 - To be completed by an authorised representative of the deceased

For security and privacy reasons, only those who are authorised to act on behalf of the deceased customer can access and change that customer's account and services. Representatives are required to provide a copy of either the death certificate or Doctor's certificate cause of death and they must state that they're authorised to act on behalf of the deceased customer. People with the following relationship to the customer will be accepted by us to act as their representative:

- an executor, administrator or trustee of the deceased's estate
- a lawyer or solicitor administering the will
- next of kin (includes an immediate family member, e.g. parent, son, daughter, sister, brother, grandchild, surviving spouse or guardian over the age of 18).

Name of the deceased account holder	
Deceased date of birth	/ /
Date of death	/ /
Name of authorised representative	
Capacity of authorised representative/relationship to the deceased	
Representative's contact number	
Representative's e-mail address	

- I want to (please select one):**
- Cancel the mobile service **(please complete section 2)**
- Transfer ownership of the mobile service **(please complete section 3)**

I confirm that I am the Representative of the deceased customer named above and I'm authorised to deal with Konec Mobile Pty Ltd on behalf of the deceased and make changes to the account as outlined in this form. I confirm that the information I've provided in this document is true and correct. I agree to compensate Konec Mobile Pty Ltd for any liability or loss arising from or in connection with Konec Mobile Pty Ltd acting on my instructions in relation to the deceased's account/service, and in the event any of the information provided in this form (including my declaration) is incorrect.

Full name	
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Signature	
Date	/ /

Section 2 – Cancellation of service/s

Only complete this section if you wish to cancel mobile services

I request the cancellation of the following Konec Mobile services.

Account number / mobile number	
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Section 3 – Transfer of ownership

Only complete this section if you wish to transfer a mobile service to a new account holder

Account number / mobile number	
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New account holder (the person who the service is transferring to) details:

Full name and title	
Date of birth	/ /
Contact number	
Email address	
Street address (cannot be a PO Box address)	

New account holder identity information

Important - We are required by law to verify your identity before we are permitted to transfer a prepaid service in to your name. You must provide at least 2 of the following pieces of information and this will enable us to verify your identity electronically in line with our ID verification policy. If we are not able to successfully verify your identity, we will contact you to let you know.

Option 1 - Driver's licence information

State of issue Licence number

Card number

Option 2 - Medicare card information

Medicare number: _____ (**Important!** This must be 11 digits, make sure you include the number that is next to your name on the card)

Card colour (please tick one): Green Blue Yellow

Expiry date (DD / MM / YYYY): ____ / ____ / _____

(If your expiry date only shows MM YYYY, enter that information and leave the DD field blank)

Option 3 – Passport information

Passport number	
Issuing country	

Before you agree to accept transfer of ownership, you need ensure you fully understand the policies, terms and conditions, plan allowances, rates, fees and the ongoing cost of the service. These can be found at

<https://www.konec.com.au/policies>

I request Konec Mobile Pty Ltd to transfer the legal responsibility of the services listed above from the current account holder, whose details appear in Section 2 of this form to me, the new account holder.

I agree:

- that if Konec Mobile Pty Ltd accepts this request, the above services will be provided by Konec Mobile Pty Ltd to me, the new account holder, in accordance with its standard terms and conditions;
- that acceptance of this request by Konec Mobile Pty Ltd is subject to Konec Mobile Pty Ltd's ordinary ID verification process as per the ID verification policy available to me online at <https://www.konec.com.au/policies>
- to Konec Pty Ltd Terms and Conditions relating to the service which can be found at <https://www.konec.com.au/policies> and acknowledge either receiving, or having had the opportunity to review, a copy of the Terms;
- to fulfill all obligations imposed upon the current owner under the existing contract for the services; and acknowledge that I have read and understand all statements made in this application form;
- I will be taking over the services listed above including any and all applicable contracts and
- that the nominated services will be transferred to my account with the same structure and set up as they currently have, unless the plan is no longer available, in which case I consent to Konec Pty Ltd transferring the service to standard pricing;
- I will be liable for all debts incurred on the services listed above from the date of transfer,
- I agree that I will not seek to recover loss I have suffered or may suffer (either directly or
- indirectly) as a result of the transfer.

Full name of new account holder	
Signature of new account holder	
Date	/ /

Thank you

We will contact you upon receipt of this request and when termination of the service or transfer of ownership has taken place.