

Please use this form to update your account holder. Read the form carefully, complete the required details and return to the address shown. If the account has any overdue amount at the time this form is received by iPrimus, it will not be processed.

**Please select the reason for the change of name:**

- Marriage – change of first/last name: Marriage Certificate/Name Change Certificate required
- Divorce – divorce certificate and Birth or Marriage Certificate required
- Death – Death Certificate required
- Transferring internet account
- Transferring phone account
- Transfer of business service – request on company letterhead, and signed by a company authority e.g. Director, GM, CFO, etc.
- If business listing is required, please provide the Directory Business Listing Name

**Note:** Primus Business Telephone line rental charges will apply if a White Pages Directory Business Listing is requested.

## Current & New Account Holder Details

Please attach the required documents to this form

	Current Account Holder	New Account Holder
Customer Number	<input type="text"/>	<input type="text"/>
Title	<input type="text"/>	<input type="text"/>
First Name	<input type="text"/>	<input type="text"/>
Last Name	<input type="text"/>	<input type="text"/>
Email Address	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>	<input type="text"/>
Drivers License	<input type="text"/>	<input type="text"/>
Date of Birth	<input type="text"/>	<input type="text"/>
Contact Number	<input type="text"/>	<input type="text"/>

\* All fields must be completed. Details provided by the new account holder are important for identification purposes when contacting iPrimus.

## Service(s) to Transfer

Phone/Service Number(s)

Internet Username(s)

## Important Information

Whenever practicable, the services and plans attached to the account will remain the same when transferred to the new account holder.

New Account Holders wishing to discuss changes to their plan or plan features should contact iPrimus Customer Service on 131 789 once the Change of Account Holder requests are processed and completed.

We endeavour to process Change of Account Holder requests within 21 business days after the receipt of all necessary documents.

Please visit [www.iprimus.com.au](http://www.iprimus.com.au) for detailed plan information & to obtain a copy of our Standard Form of Agreement.

**Note 1.** A phone service can only be held in one name.

**Note 2.** An account holder may authorise another person as agent to have access to & authority over their account.

**Note 3. Fee Exemption Categories:** Please indicate if one of the following applies and provide supporting documents.

- The new Account Holder lived with the Current Account Holder who has deceased.
- The new Account Holder lived with the current Account Holder at the premises to which the service is supplied, and the current Account Holder cannot enter the premises because of a restraining order.
- A change of name only and the Account Holder remains the same e.g. the name has changed due to marriage, divorce or deed poll. Marriage, divorce or deed poll certificate should be provided in this instance.
- A change of business name, but not the legal entity of that business (no change to A.C.N or A.B.N).

### Third Party Authority - authorised representative of new Account Holder

Complete this section if the New Account Holder wishes to add an authorised representative to the account.

- I (New Account Holder) wish to authorise the following person to have full access and authority over my account:

Full Name \_\_\_\_\_ Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_

### Agent for Current Account Holder

Complete this section if another person is acting on behalf of the Current Account Holder.

I sign this form as agent for the Current Account Holder and I certify that I have authority to make the account changes/ transfer stated in this form. I indemnify iPrimus for any claims arising out of my lack of authority and I and the New Account Holder acknowledge that iPrimus has the right to reverse the changes made to the account pursuant to this form if there is a claim of lack of authority.

Agent's Full Name \_\_\_\_\_ Signature \_\_\_\_\_

### Customer Authority

We request iPrimus to transfer the service(s) and/or number(s) provided above from the Current Account Holder to the New Account Holder under the terms of the Current Account Holder's existing contract. Current Account Holder is responsible for charges up to the date of the transfer (or the end of the current billing month) and the New Account Holder is responsible thereafter. We are aware that the New Account Holder may receive emails intended for the Current Account Holder.

We acknowledge that a \$59 Change of Account Holder fee is payable for each service to be transferred, unless we are able to demonstrate that one of the fee exemption categories discussed in Note 3 (Important Information) applies, and undertake to pay this fee on being invoiced.

'iPrimus Standard Form of Agreement' applies and is available on our website: [iprimus.com.au/legal/standard-forms-of-agreement](http://iprimus.com.au/legal/standard-forms-of-agreement)

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Current Account Holder Signature

New Account Holder Signature

### Return when completed

Please complete all required sections of the form, sign where applicable, and return to iPrimus by:

Email: [customerservice@iprimus.com.au](mailto:customerservice@iprimus.com.au)

Mail: iPrimus, PO Box 631, Collins Street West, MELBOURNE VIC 8007

Visit our website at [www.iprimus.com.au](http://www.iprimus.com.au) for further information, or chat online with our friendly staff on Live Chat.

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