**Financial Counselling Agency Authorisation | Cover Letter/Email**

**HOW TO USE THIS TEMPLATE**

This template is to be included with any Financial Counselling Agency Authorisation Form you provide to a third party. The form is the legal document that establishes your authorisation. This cover letter/email will provide the third party with the extra details needed to establish your client’s identity and information on the specific circumstances you will be handling for your client, for example, financial hardship or a complaint.

The information highlighted in yellow is to be completed by you (Don’t forget to remove the highlight after completing). The information in blue provides guidance and **the blue text/text boxes should be deleted before sending the cover letter/email.** You can also delete any categories of information that are not relevant to your client.

This cover letter/email **MUST** be sent on your agency’s letterhead or from your agency’s work email address.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Third Party

Address/email address of Third Party

Dear Manager,

I am assisting [name of client or clients]. An authority signed by my client is attached.

**Client details:** If you don’t have an address, date of birth, or other details about your client to put on the authorisation form (or are not certain the details that you have are associated with the account in question), please use this space to explain the reasons why. Provide any other details that might help the third party establish your client’s identity, and/or the steps you have taken to establish their identity.

Further information about my client’s account is as follows:

**Type of account(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

For banks, the information might be a mortgage account, a savings account, a loan, or a credit card. For telecommunications, it might be home internet or a mobile phone. Other types of accounts would be water, electricity or gas, for example.

**Account number(s):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This will be the account number listed on the client’s bill or statement. If the client cannot produce an account number, any account reference or other number they have would be helpful. Include those here and specify what they are.

**Other name(s) on the account:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If other parties are listed on the account, write their names here.

**Account or service address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Only include this information if the address associated with the account is different from the address provided on the authorisation form.

For some telecommunications accounts: **Phone number(s) of service(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

For bank accounts: **Account name(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

For small business: **Business name and ABN: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

If your client does not have any of the above information, or only limited details, include whatever information you can – for example, when and where they opened the account, any recent transactions, details of any communication they have had with the third party, and so on.

**Main body of the cover letter/email**

This section should include the purpose of the cover letter/email. For example, that your client is in financial hardship, or that you are lodging a dispute on their behalf.

Regards,

Your name

Financial Counsellor National Registration Number