

# Account Changes by a Third-Party Policy



When you setup an account with us, the Primary Contact is the Account Holder, who, by default, has full authority to act on their account. Our signup process checks if Authorised Billing or Secondary Contacts are also required on the account. These also can be added later using the '**Add Authorised Account Contact Form**'.

When you add an authorised contact to your account, the Account Holder remains responsible for the costs and debts incurred by them on the account.

## ***Where Account Holder Is Unavailable***

In some instances, where the Account Holder is indisposed, urgent account or service changes are required by a person where there are no other authorised account contacts available. Such requests can be made by completing a statutory declaration.

You can access the Statutory Declaration Form at:

<https://www.ag.gov.au/legal-system/publications/commonwealth-statutory-declaration-form>

Please send the completed request to [accounts@myhomefone.com.au](mailto:accounts@myhomefone.com.au), remember to include:

- Completed Commonwealth Statutory Declaration (unless the account holder is deceased, see below)
- Account Holder's
  - Full Name
  - Address
  - Date of Birth
- Account Number (can be found on the top right of our bill). Alternatively, any other service identifier numbers (e.g., phone number)
- Point of contact details
- Reason for this request & changes required.

A manager from our customer service team will then assess on a case-by-case basis if the request can be processed.

## ***Death of Account Holder***

If this applies, please accept our condolences, we're here to make this easy. We can accept any one of the following in lieu of the Statutory Declaration Form:

- Death certificate
- Doctors' medical certificate
- Grant of Probate
- Letters of Administration
- Funeral bill
- Death notice
- Link to funeral notice or obituary

## ***Transfer of Ownership***

Please note if the ownership of the account or a specific service needs to be permanently transferred to someone else, please also complete the '**Transfer of Ownership Form**' and attach it to the above.

To access the above-mentioned forms and for more information, please visit:

<https://support.myhomefone.com.au/portal/en/kb/articles/add-or-remove-authorised-person>