

## Bereavement Support Policy

### How we can help

We understand that taking care of your loved one's affairs can be stressful and overwhelming in the event of a death. Our friendly customer service team is here to make it as easy as possible, supporting you each step of the way.

We will treat you with respect and compassion and provide clear and accessible information in an appropriate way. Once notified of a customer's death, we will work with you to:

- Transfer the ownership of any services you wish to keep active.
- Cancel or disconnect any services you wish to close.
- Assess, and where appropriate, adjust any cancellation fees due to the disconnection of services (eg: early termination fees); and
- Provide payment assistance where appropriate as we understand that your situation may make it hard for you to pay bills. Let us know if this is the case, so we can help you.

### Who has authority to access an account and request changes

*Next of kin, Personal representative or Executor*

When we receive a request from a person authorised by a will, a person identified as a next of kin on the death certificate or other official document acceptable to us, or a person who has applied for letters of administration, we will, within 10 business days of receiving the necessary information:

- Begin processing your request.
- Contact you for any additional information if necessary; and
- Notify you once the account is finalised. This may take longer than 10 business days for complex cases.

### How to notify us of a customer's death

*Online*

Access our Bereavement Support Form available on our website [www.crispwireless.com.au](http://www.crispwireless.com.au)

*Call us*

Phone our friendly customer service team Monday to Friday 9am to 5pm on 08 6809 2100.

*Email*

Send an email to [support@crispwireless.com.au](mailto:support@crispwireless.com.au)

### Complaints and privacy

*Complaints*

If you have a complaint about this policy, including the bereavement assistance we provided or an outcome that you think is unreasonable, you have the right to make a complaint.

You can do so by calling us, emailing or raising a ticket in our portal.





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### *Telecommunications Industry Ombudsman (TIO) complaints*

If you are not happy with the outcome of your application for bereavement assistance, or the proposed resolution of a complaint you have made to us, you can contact the TIO.

You can raise a TIO complaint or find out more information on the TIO website [TIO.com/complaints](https://www.tio.com.au/complaints) or call 1800 062 058 (Monday-Friday, 8am to 8pm AEST).

### *Privacy*

CRISP Wireless will treat your request respectfully and handle all personal information in accordance with our [Privacy Policy](#).

We are committed to protecting your privacy, keeping your information safe, and ensuring the security of your data in accordance with the *Privacy Act 1988* and the Australian Privacy Principles.

For more information on how we collect, use, store, and disclose personal information, please see our [Privacy Policy](#).

### **Help for the Vision or Hearing Impaired or from a Non-English-Speaking Background**

If you require this Policy in an alternative format, please contact us via phone or email. We will make reasonable efforts to provide the information in a format that meets your needs.

The [National Relay Service \(NRS\)](#) can help you if you are Deaf or find it hard to hear or speak to hearing people on the phone.

The [Translating and Interpreting Service \(TIS National\)](#) is an interpreting service provided by the Department of Home Affairs for people with limited English skills.

