



Bereavement Support Form

This form is used to transfer or close an account on behalf of deceased customers. Once completed, please return to support@crispwireless.com.au.

Section 1 – The representative			
I confirm that I am authorised to act on behalf of the deceased person in the following capacity:			
<input type="checkbox"/> Next of kin <input type="checkbox"/> Executor <input type="checkbox"/> Administrator <input type="checkbox"/> Solicitor/administering the will <input type="checkbox"/> Authorised account representative			
Representative Full Name			
Residential Address			
Suburb		Postcode	
Email address		Mobile	

I acknowledge and agree that:

- ❖ I have read and understood all statements made in this form.
- ❖ CRISP Wireless may contact me to confirm details provided in this form.
- ❖ I will not seek to recover any loss that I have suffered (either directly or indirectly) because of this transfer.
- ❖ I am the authorised representative of the deceased customer named, and I am authorised to deal with CRISP Wireless on behalf of the estate regarding changes to the services detailed in this form.

Signed		Date	
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Section 2 – Details of the Deceased			
CRISP Wireless Account Number (if known)			
Deceased Customer Full Name		Date of Birth	
Service/Residential Address			
Suburb		Postcode	
Email address		Mobile	

Please confirm service type and action required:

Cancellation*

Transfer

*If cancelling a fixed wireless service there may be CRISP Wireless owned equipment installed at the service address. CRISP Wireless will contact you to arrange collection of this equipment as per our Standard Terms and Conditions





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Section 3 – Incoming Customer Details (transfers only)			
To be completed if service is to be transferred to another customer			
New Customer Full Name		Date of Birth	
Service/Residential Address			
Suburb		Postcode	
Email address		Mobile	

Important Information

- ❖ Before agreeing to take over the ownership of the related account/services, you should satisfy yourself of the details of the services including pricing, contract term and relevant plan information (available on our website at www.crispwireless.com.au)
- ❖ The services will be transferred along with any additional equipment attached to those services.

As the incoming customer, I request CRISP Wireless to transfer the legal responsibility of the services from the deceased customer, whose details appear in this form, to me, the incoming customer.

I agree that:

- ❖ If CRISP Wireless accepts this request, the above services will be provided by CRISP Wireless to me, the incoming customer, in accordance with its Standard Terms and Conditions.
- ❖ I have read, understood and agreed to the terms and conditions of CRISP Wireless for the services being transferred to me (available online: <https://www.crispwireless.com.au/additional-resources>)
- ❖ I understand I must fulfill all obligations imposed upon the current customer under the existing contract for the services.
- ❖ I have read and understand all the statements made in this application form.
- ❖ I will be taking over the service, including all applicable contracts, and the nominated services will be transferred to my name with the same structure as currently in place.
- ❖ I will be liable for all debts incurred on the services listed above from the approved date of transfer.
- ❖ I will not seek to recover any loss I have suffered or may suffer (either directly or indirectly) due to the transfer.
- ❖ I make this request as an incoming customer.

New Customer Full Name			
Signed		Date	





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Section 4 – Supporting Documentation

Please ensure all parts of the checklist have been provided to allow our team to process the request:

- Please ensure Section 2 indicates if the account is to be cancelled or transferred.
- Complete all sections and sign where necessary.
- Provide one of the following to confirm your authority to act as a representative:
 - A statutory declaration confirming the death of the account holder and your authority to act; OR
 - A letter confirming you are the executor or administrator of the estate: OR
 - A letter from a lawyer or solicitor administering the will.

One of the following to confirm your identity:

- Driver's license Passport Birth Certificate Photo ID Card

One of the following as proof of death:

- Certified copy of Death certificate
- Certified copy of Grant of Probate
- Certified copy of Letters of Administration

