

# Authorised Representative

## 1. What is an Authorised Representative?

An authorised representative is a person customers can appoint to act on their behalf. If customers choose to appoint an Authorised Representative customers will need to contact us through online chat at [gsim.au](https://gsim.au), or send us an email to [support@gsim.au](mailto:support@gsim.au).

## 2. How to appoint an Authorised Representative?

1. Pass an identity check by having their GSIM Mobile Account identity confirmed with their GSIM Mobile Account Number or date of birth.
2. Provide verbal or written approval with the Authorised Representative's full name and permission to act on their behalf.