

## Adding a Third Party Authority (TPA) to My Account

It's easy to add a **Third Party Authority** (TPA) to your existing account. Simply call the Jeenee Help Centre on **1300 054 631** and we will add the nominated person to your account.

Nominating a person as a TPA means you authorise them to inquire about, accept and create charges on your account, as well as providing them with access to your personal information.

Third Party Account holders can make a variety of account request types, with the exception of the following:

- Connect a new stand-alone service / or product in the account holder's name
- Request access to 1900 numbers
- Add / remove additional Third Party Authorities
- Agree to re-contract / agree to a new contract
- Restart / reopen an account holder's service after a full disconnect or after the account is disconnected due to financial reasons
- Change the account holder's security details such as date of birth, internet username, PIN, address, password or driver's licence number
- Process a Change of Account Holder / Change of Ownership
- Change a phone number
- Update the billing address
- Request a copy of the customer care notes