



Power of attorney: Making account decisions for the customer you're representing

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C1 - Unclassified

Registered office: Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN, England. Registered in England No. 1471587



Power of attorney: Making account decisions for the customer you're representing

If you're acting as an attorney, deputy (in England and Wales) or controller (in Northern Ireland) on behalf of a vulnerable customer, you have the right to access their Vodafone account or make decisions on their behalf. In Scotland, if the customer lacks the mental capacity to nominate you as their attorney, then an incapacity statement will be needed.

By following Vodafone's [guidance](#) and filling in this form, you'll be able to exercise your power of attorney and make decisions on behalf of the customer you're representing.

Please scan all documents required in the below form and send them to:

Powerofattorney@help.vodafone.co.uk

Please allow 40 days for Vodafone to confirm receipt of the documentation you sent us.

Once we've received all relevant documentation, we'll contact you and - if you pass the Data Protection Act - will let you exercise your power of attorney and make decisions on behalf of the customer you're representing.

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Exercising your power of attorney - declaration:

Please help us by providing some information that will help us identify the account of the customer you're representing.

I confirm:

1. I've provided Vodafone with personal details to help identify who I am:

Your full name	
Your email address	
Your phone number	

2. I've been appointed as an attorney in respect of:

Full name of account holder	
Email address of the account holder	
Vodafone mobile phone number and/or account number:	

Unregistered Pay as you go mobile users please note: if a Pay as you go mobile is not registered with us, we cannot verify the owner's identity and won't disclose any information to you without a court order.

3. I've enclosed the following required information (please tick):

- My proof of identity - passport or driver's licence
- A certified copy of my legal document stating the power of attorney I've been granted
- Proof of identity of the account holder – passport or driver's licence
- Where possible, a signed authority from the account holder, if a request is being made on their behalf

Attorney's signature:

Account holder's signature:

Date: