

Having someone represent you

You can choose to appoint someone as your representative to help you.

You can have multiple representatives—each one can have a different level of responsibility.

A representative is different from someone who has a Power of Attorney.

Having a Power of Attorney in effect will mean:

- any representation you have will be cancelled, and
- you may not appoint a representative.

Why you may want a representative

You can appoint a representative for any reason. This may be because you:

- live overseas
- have difficulty communicating
- don't feel comfortable talking with us
- are unwell.

What a representative can do

A representative can only do what you let them do. You set this out in detail when you appoint them.

You might want your representative to:

- help with a single aspect of a claim
- make enquiries about a claim
- receive copies of your mail
- help you complete application forms on your behalf.

What a representative can't do

A representative can't:

- receive payments or entitlements on your behalf
- make decisions or sign documents on your behalf—only you can do that
- get your mail or other communications on your behalf—they can get a copy sent to them
- get your records without you saying they can.

We don't cover a representatives' expenses.

Appoint a representative

If you only need a representative for one-off support, you can give authorisation to us verbally.

Otherwise, you'll need to appoint a representative by filling out an appointment of representative form. To fill out this form you'll need to know:

- if there is a Power of Attorney in place for you

- your relationship with the representative
- what you want the representatives' role to be
- if the representative has written authority from you to access your records.

The representative must prove their identity. This can be done with valid photo ID, such as a copy of a passport or drivers' licence.

 Appointment of representative form [PDF, 276 KB]

(<https://www.veteransaffairs.mil.nz/assets/Forms/bc53e54a1f/Appointment-of-a-Representative-application-form.pdf>)

Problems with a representative

You can end your representatives' authority at any time. This can do this by either verbally telling us, or writing to us. If you die, the representatives' authority ends.

If you—or someone else—feels your representative has undue influence over you, let us know.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

If we believe you are being forced to do things, we'll contact the police.