

Telstra

Bereavement Policy.



The death of someone close is a difficult time.
We're here to make managing their Telstra services as simple as possible.

We're here to help when you have lost a loved one

We will treat the deceased person's representative with respect and compassion and provide clear and accessible information on how to manage the deceased's account. This information will include:

- how to notify us of a customer's death;
- how we can help;
- who has authority to access the customer's account and request changes;
- what information we need to verify the identity and authority of that person; and
- what steps that person needs to take to manage the deceased person's services, including information about direct debits and recurring payments on those accounts.

How to notify us of a customer's death

Australian Death Notification Service (ADNS)

This is a national service which allows you to digitally notify multiple organisations at one time, including Telstra, about the death of the account holder. When we receive the notification, a specialist from our bereavement support team will be in touch. [Australian Death Notification Service](#).

Notify us directly

You can use the Telstra Bereavement Support Form to notify us and request the cancellation or transfer of services. You can send the completed form to us by email, post or by visiting a store. [Telstra Bereavement Support Form](#).

Mail

You can send a completed hard copy of the Telstra Bereavement Support Form via mail to:
Telstra Bereavement Support
Locked Bag 20026
Melbourne Victoria 3001

Call or message us

You can message us [here](#).

If you prefer to speak to someone, call us on 13 22 00 and say "Bereavement".

Sorry Business

If you need assistance speaking to us in an indigenous language, including translating our Bereavement Support Form, the First Nations Connect team may speak your language and can be contacted on **1800 444 403** during business hours.

How we can help

Our bereavement support team will work with you in a respectful and appropriate way. Once notified of a customer's death, we will work with you to:

- transfer the ownership of any services which you wish to keep active;
- identify any products and services you wish to cancel or disconnect;
- assess and where appropriate adjust cancellation fees due to disconnection of services (e.g. mobile hardware repayments/early termination charges);
- if any fees referred to above have already been charged since the customer's death – refund those fees; and
- provide financial hardship assistance where appropriate and provide you with a tailored solution as we understand that your situation may make it hard for you to pay bills. Let us know if this is the case, so that we can look at how we can help you.

Who has authority

Next of kin, Personal representative or Executor

When we receive a request from a person authorised by a will, a person identified as a next of kin in the death certificate or other official document acceptable to us, or a person who has applied for letters of administration, we will, within 14 days of receiving the necessary information:

- provide access to information about the deceased's account, including relevant services and charges; and
- provide access to information about any balances owed to us by the deceased.

Next of Household

When you are the next of kin and next of household of the deceased customer, we will assist you to continue to operate the services at your residence and transfer the ownership of the services into your name, if requested.

Your information is safe

We are committed to protecting your privacy, keeping your information and ensuring the security of your data in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. For more information on how we collect use, store and disclose personal information, visit www.telstra.com.au/privacy.

Other organisations who might be able help you

If you need any further support, we have set out below some external support services available across Australia. This list is not exhaustive.

External Support Services		
Organisation	What they do	Contact details
The Australian Centre for Grief and Bereavement (ACGB)	Provider of grief and bereavement education, support for bereaved and grieving Australians.	www.grief.org.au Freecall: (Australia wide) 1800 642 066 Email: info@grief.org.au
Beyond Blue	Information and support for anxiety, depression and suicide prevention for everyone in Australia.	1300 224 636 Beyond Blue Webchat Email
Services Australia	Centrelink, Medicare, Child Support Services.	13 28 50 (multilingual) or 13 12 02 or visit their website at www.servicesaustralia.gov.au
National Legal Aid	Provides links to legal aid commissions in each of the states and territories.	www.nationallegalaid.org/
Community Legal Centres Australia	Provides a list of community legal centres near you.	Legal Help – CLCs Australia
National Debt Helpline	A not-for-profit service that helps people tackle their debt problems. Professional financial counsellors offer a free, independent and confidential service.	1800 007 007

If you are unhappy with our suggested outcome, you can lodge a complaint

If we are unable to come to an outcome that you think is reasonable, you can lodge a complaint through:

- messaging via the My Telstra app and typing “Complaint”;
- telstra.com/complaints;
- call us on 13 22 00 and say “Complaint”; or
- write to us at:
Telstra Complaints
Locked Bag 20026
Melbourne VIC 3001