



Appointment of Agent form

Complete this form if you would like to appoint an agent to act on your behalf. Your agent must also sign this form.

An agent is a person or organisation who acts in the interests of another. A person can be made an agent by the consent of both the client and the prospective agent, by way of a court order or, in exceptional circumstances, without a client's consent.

What can an agent do?

What an agent can do depends on what role you want them to have. You must decide exactly what rights and responsibilities you want to grant your agent; you may also specifically exclude the agent from doing certain things. Currently, agents are not able to create or access students' online MyStudyLink accounts.

Receiving your payments

You need to complete this form if you would like your agent to receive your payments for Jobseeker Support Student Hardship or any other benefit payment or extra help assistance.

If you would like an agent only to receive your payments for your Student Allowance, Student Loan or scholarship you do not need to complete this form. You can go to www.studylink.govt.nz to change your bank account through MyStudyLink.

Note: you will still need to complete this form if you want an agent to act for you in any other way.

What you need to do:

When you appoint an agent:

- both you and your agent need to complete this form, and
- you need to provide two documents that prove who your agent is, for example, a verified copy of your agent's birth certificate, driver's licence or Community Services Card.

If your agent is an organisation or company, a business card or letter on official letterhead will be acceptable identification.

Note: This form only applies to information and applications held and maintained by StudyLink. It does not cover information held and maintained by Inland Revenue.

To find out more visit our website www.studylink.govt.nz.

Before you start – Read this page

Here are some important things you need to know before you complete this form.

Use blue or black ink only

When completing this form you must only use blue or black ink. If this form has been completed in any other colour we might get you to complete another one.

Answer all the questions

It's important to answer every question in this form. If a question doesn't apply to you, use 'N/A' or 'nil'. Don't leave the space blank, unless indicated on the form, as this could delay the process and you may not get paid on time.



You will need to provide documents

When you appoint an agent you need to provide two documents that prove who your agent is, for example, your agent's birth certificate, driver's licence or Community Services Card.

If your agent is an organisation or company, a business card or letter on official letterhead will be acceptable identification.

All documents sent to StudyLink must be a verified copy. A verified copy is a copy of the original document which has been signed and dated by someone like a Solicitor/Lawyer, Notary Public, Court Registrar, an approved person at an education provider, school principal, StudyLink or Work and Income staff member or Justice of the Peace (listed in the Yellow Pages) who can confirm that the copy is the same as the original. They must print their name and title on each page and write that it is a true copy and sign it.

The best way to send your documents to us is online using www.connect.co.nz Please remember to include your name and client number with any documents that you send to us. For more information visit www.connect.co.nz



Remember to sign and date this application on page 6 – and make sure anyone else who needs to sign it has done so.

How to return this form

The easiest and fastest way to return your completed form to us is online using www.connect.co.nz Please remember to include your name and client number.

For more ways to contact us, visit our website www.studylink.govt.nz

1. What is your client number?

If you have received assistance from StudyLink or Work and Income before, write your client number here if you know it. This number can be found on your Community Services Card if you have one.

Client number | |

2. What is your full name?

First name	Middle name(s)	Surname or family name
<input type="text"/>	<input type="text"/>	<input type="text"/>

3. What is your legal name as it appears on your birth certificate? (If different from above)

First name	Middle name(s)	Surname or family name
<input type="text"/>	<input type="text"/>	<input type="text"/>

4. What date were you born?

Day Month Year

5. What do you want your agent to access?

Student Allowance
 Student Loan
 Scholarship
 Jobseeker Support Student Hardship
 All my payments
 Other (please provide details)

6. Who do you want to appoint as your agent?

First name	Middle name(s)	Surname or family name
<input type="text"/>	<input type="text"/>	<input type="text"/>



We need to see two forms of identification for your agent, for example, a verified copy of their birth certificate, driver’s licence or community services card.

7. How is this person related to you?

For example, a friend or relative.

8. How can we contact your agent?

Phone	Mobile ¹	Fax	Email ¹
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

9. What is your agent’s postal address?

Please note this must be a New Zealand address. We can only send your mail to one address – either yours or your agent’s. Your mail will only be sent to your agent if you request this in Question 11.

Flat/House number	Street address		
<input type="text"/>	<input type="text"/>		
Suburb	City	Post code	Country
<input type="text"/>	<input type="text"/>	<input type="text"/>	NEW ZEALAND

If you would like to receive your mail online you can sign up using MyStudyLink. We’ll send you an email or text when you have new mail to view.

¹ If you give us a mobile number or email address we may use these to send you messages to let you know about important changes, appointment reminders or that it’s time to reapply.

10. When do you want this person to act as your agent?

From

Day

Month

Year

To

Day

Month

Year

or Until further notice

11. What responsibilities do you want to give your agent? Tick as many as you want.

Make enquiries and change my contact details.

Access my files and change any details including income.

Have authority to deal with money I owe the Ministry of Social Development, which may include arranging repayments.

Receive my mail.

Receive my Jobseeker Support Student Hardship payments.

Receive all my payments.

Other (please explain)

Please tell us why you want your payments to go to your agent:

12. If you want your payments to be paid to your agent, please give us your agent's bank account details:

The payment/s nominated in Question 11 will go into this account.

Account name:

Bank

Branch

Account

Suffix



We need to see evidence of this account. Evidence could be a verified copy of a pre-printed deposit slip or statement with your agent's name, bank, branch and account number (unless StudyLink has already seen it).

You can change your bank account for your Student Allowance, Student Loan and scholarship payments to your agent's bank account using MyStudyLink at www.studylink.govt.nz.

Privacy statement

The Ministry of Social Development includes Work and Income, MSD Housing Assessment, Senior Services, StudyLink and other service lines. The legislation administered by the Ministry of Social Development allows us to check the information that you give us. This may happen when you apply for assistance and at any time after that. The Privacy Act 1993 requires us to tell you why we collect the information and what we will do with it.

Why we collect information

The information you give us or your Contracted Service Provider¹ is collected under the authority of the legislation administered by the Ministry of Social Development and will be held by the Ministry of Social Development and/or your Contracted Service Provider.

The information is collected for the purposes of the legislation administered by the Ministry of Social Development including:

- granting benefits and other assistance under the Social Security Act 1964
- granting student loans and student allowances under the Education Act 1989
- delivering superannuation services under the New Zealand Superannuation and Retirement Income Act 2001 and the Veterans' Support Act 2014
- assessing eligibility for social housing and calculating income-related rents under the Housing Restructuring and Tenancy Matters Act 1992
- care and protection needs of children under the Children, Young Persons and their Families Act 1989
- providing support and services for you and your family in relation to employment, education and housing
- assessing whether you and/or your partner (if you have one) may be entitled to an overseas pension, benefit or allowance.

MSD may also use the information for statistical and research purposes, and for providing advice to Government.

The Ministry of Social Development and your Contracted Service Provider will exchange information about you in order to provide you with your correct financial assistance and other services. Your Contracted Service Provider may collect information from other agencies where that information is relevant to the services that the Contracted Service Provider is providing you.

You are not required to give the Ministry of Social Development or your Contracted Service Provider information, but if you do not give them, or us, all the information we ask for, your application for benefits and other assistance may be declined.

¹The term Contracted Service Providers has the meaning given by section 125A(1), Social Security Act 1964, and references to Contracted Service Provider in this privacy statement only apply where one has been assigned to you.

We may use information for social housing

Information you give us when you apply for assistance, and at any time after that, may also be used for social housing purposes² under the Housing Restructuring and Tenancy Matters Act 1992, including reviewing your eligibility for social housing or your income-related rent.

²Social housing is subsidised housing available to people in the greatest need of housing for the duration of their need. It is provided by Housing New Zealand and approved community housing providers.

We may contact health providers

The Ministry of Social Development or your Contracted Service Provider may contact health providers to check any health related information you give us.

We may compare the information you give us with information held by other agencies

The information you give us, or your Contracted Service Provider, may be compared with information held by other agencies such as Inland Revenue, the Ministry of Education, the Ministry of Justice, New Zealand Defence Force, Department of Corrections, New Zealand Customs Service, Department of Internal Affairs, Accident Compensation Corporation, Housing New Zealand Corporation, Ministry of Health, New Zealand Qualifications Authority, Tertiary Education Commission, Student Job Search, education providers, and Immigration New Zealand. It may also be compared with social security information (for example, pension or benefit information) held by other governments (including Australia, the Netherlands and Malta).

We may share information with Inland Revenue

Under the Tax Administration Act 1994, if you have dependent children, the information you give us, or your Contracted Service Provider, may be shared with Inland Revenue for the purpose of administering Working for Families Tax Credits. Inland Revenue may also:

- use the information for the purposes of child support, student loans and taxation
- disclose it to the Ministry of Business, Innovation, and Employment, Statistics New Zealand, the Ministry of Justice, the Accident Compensation Corporation, and the Ministry of Education
- disclose your personal information to your partner.
- We may give information to employers, childcare providers, service providers and social housing providers

The Ministry of Social Development or your Contracted Service Provider may:

- give employers (and recruitment agencies, immigration advisors and immigration consultants acting on behalf of employers) information about you to find you employment and contact the employer to discuss the result of any job interview that you are referred to
- share information with childcare centres to administer your entitlement to childcare assistance
- give information about you to the Tertiary Education Commission, Workbridge, training providers, education providers, career services or other agencies that have a formal agreement to provide services on behalf of the Ministry of Social Development.
- share information about you with social housing providers (such as Housing New Zealand) to administer your housing-related assistance.

We may use your information to give you a better service

Other information that you give us or your Contracted Service Provider (for example, on your skills, aspirations, family circumstances) that is not required to assess your entitlement to a benefit may be used by us or your Contracted Service Provider to provide a better service to you.

You have the right to see your information and ask for it to be corrected

Under the Privacy Act 1993 you have the right to ask to see all information we, or your Contracted Service Provider, hold about you and to ask them, or us, to correct that information.

Student's declaration

The information I have provided is true and I have not left anything out. I agree to the appointment of this agent. I understand that the agent will be responsible for the areas I have indicated in Question 5 and Question 11, and that I still need to tell StudyLink of any changes in my circumstances that may affect my eligibility and/or entitlement.

If you are unable to sign this form, please call us on 0800 88 99 00.



Student's signature

Day

Month

Year

Agent's declaration

The information I have provided is true and I have not left anything out. I agree to act as agent for the student and understand that I need to meet the responsibilities as indicated in Question 5 and Question 11 on behalf of the student.

I also agree to tell StudyLink about any changes in the student's circumstances that may affect the student's eligibility and/or entitlement.

I understand that I will be asked identifying questions about myself and the student each time I contact StudyLink.



Agent signature

Day

Month

Year

You can cancel your agent's appointment at any time by sending us an email or writing to us. Remember to include the date you want this appointment to end.

Seven steps to student finances

Exams finish



Course starts

STEP 1 – Apply at www.studylink.govt.nz for financial assistance

STEP 2 – We will start processing the application

We'll check the information that's given to us and get things underway. Nothing needs to be done at this point unless we make contact.

STEP 3 – We will make contact

We'll send a letter advising what we need next. The letter needs to be signed and returned (if required) and any documents we've asked for need to be sent to us.

STEP 4 – Use MyStudyLink to track the application:

- check to see if documents have been received
- check the Student Allowance and Student Loan status
- view and accept the Student Loan Contract
- view and update personal details
- apply for course-related costs
- view mail.

Please note: MyStudyLink only displays payments and information relating to Student Loan, Student Allowance and scholarships.

STEP 5 – We check study details with the education provider

Enrolment needs to be fully completed before this can happen.

STEP 6 – We will finish processing the application

We'll send a letter advising what we have assessed entitlement for and when the payments will start.

STEP 7 – Payments can start

The earliest that payments can start is in the second week of the course. This is because we make payments in arrears.

If an application for Jobseeker Support Student Hardship has been made, we'll send a letter advising what happens next. Enough time needs to be allowed for all seven steps to be completed, so the application needs to be made as soon as possible. If the application is not made on time or we don't receive all the information we need, we can't make payments on time.

Save time – Get it done online www.studylink.govt.nz



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA



STUDYLINK
Hoto Akoranga
A service of the Ministry of Social Development

MyStudyLink

get it all done online

- check out what financial assistance you may be able to get
- apply for your student finances
- check your Student Allowance and Student Loan application status
- view and update your personal details
- change the amount of your living cost payments and apply for your course-related costs
- view details of your next payment and previous transactions
- view your mail
- view and accept your Student Loan Contract.

How to contact us

Website: www.studylink.govt.nz

Phone: **0800 88 99 00**

Using Connect

A quick and easy way to send us your documents

1. Create an account at www.connect.co.nz with your RealMe login
2. Upload your verified documents
3. Submit to StudyLink