



# 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 [studylink.govt.nz](https://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 [studylink.govt.nz](https://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 [connect.co.nz](https://connect.co.nz). Please remember to include your name and client number with any documents that you send to us. For more information visit [connect.co.nz](https://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 [connect.co.nz](https://connect.co.nz). Please remember to include your name and client number.

For more ways to contact us, visit our website [studylink.govt.nz](https://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 <sup>1</sup>	Fax	Email <sup>1</sup>
<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.

<sup>1</sup> 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 agents name, bank, branch and account number (unless we have 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 [studylink.govt.nz](http://studylink.govt.nz).

# How we protect your privacy

## Collecting your information

**We collect your personal information, so we can provide income support, NZ Super or Veteran's Pension, Student Allowance, or Loans and connect you with employment, education and housing services. We do this under various Acts, which are all listed on our website at [workandincome.govt.nz/privacy](https://workandincome.govt.nz/privacy)**

- To help us do this, we collect information about your identity, your relevant history, and your eligibility for our services.
- We get this information directly from you, and we sometimes collect information about you from others, including other government agencies.
- You can choose not to give us your personal information, but we might not be able to help you if you don't.

## Using your information

**We use the information you give us to make decisions about the best way to help you.**

- These decisions may be about:
  - whether you're eligible for our services
  - running our operations and ensuring our services are effective
  - the services we'll provide in the future.

## Sharing your information

**Sometimes, we need to share your information outside our Ministry to reach our goal of helping New Zealanders to be safe, strong, and independent.**

- To do this, we may share your information with:
  - prospective employers to help you find work
  - contracted service providers that help us to help you
  - health providers if we need your medical information to assess your eligibility
  - other government agencies when we have an agreement with them
  - some other governments if you may be eligible to get or are getting an overseas pension.
- We also share personal information when the law says we have to.

## Respecting you and your information

**We make sure we follow the Privacy Act to do what's right when we use your information.**

- We treat you and your information with respect, by acting responsibly and being ethical.
- We make sure any technology we use meets strict security standards so it keeps your information safe.

## Get in touch if you have a question

**You have a right to ask to see your personal information, and to ask for it to be corrected if it's wrong.**

- If you have a question or a complaint, please get in touch.
- You can find full details about what we do with personal information in our privacy notice at: [workandincome.govt.nz/privacy](https://workandincome.govt.nz/privacy)

# 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 [studylink.govt.nz](https://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 [studylink.govt.nz](https://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: [studylink.govt.nz](https://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 [connect.co.nz](https://connect.co.nz) with your RealMe login
2. Upload your verified documents
3. Submit to StudyLink