

## POWER OF ATTORNEY / ACCOUNT REPRESENTATIVE

There may be times when a customer needs help from someone to help manage their affairs. In this instance a customer often appoints an Account Representative or Power of Attorney (PoA).

A customer can give permission for another person (Account Representative) to manage their Jurassic Fibre account on their behalf – if you want to arrange this please contact us using one of the methods noted at the bottom of the page.

PoA is a legal document which gives someone else the legal authority to act and make decisions on behalf of the Donor.

If you have a PoA, we will treat the Attorney as the account holder who will then manage the account on behalf of the Donor. The types of PoA we accept are:

- Lasting PoA (LPA): gives someone the legal authority to make decisions on behalf of the Donor. There are two types of LPA:
  - Property and affairs: allows the Attorney to make decisions about your property and finances.
  - Health and welfare LPA: allows the Attorney to make decisions about your care and medical treatment.<https://www.gov.uk/government/publications/lasting-power-of-attorney-valid-examples>
- Enduring PoA (EPA): appoints an individual to manage the property and financial affairs on behalf of the donor if they have lost mental capacity. EPAs were replaced by LPAs (on 1 Oct 2007) but if one was made before this date, it may still be used. EPAs must be registered with the Office of Public Guardian. [Enduring power of attorney: valid example - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- Deputyship order: enables elected representative(s) to make important financial and welfare decisions on behalf of a person who has lost the capacity to handle their own affairs (i.e. as a result of dementia, a brain injury or severe learning disabilities) and must be stamped by the Court of Protection.

For more information on PoA including the types of PoA go to Ofcom’s website, [click here](#) to access this now.

If you have a PoA set up that you need to tell us about, you can send us a copy in one of the following ways:

How	Send to	Method
Postal	Customer Care (FAO: Team Leader) JFL Limited, Milford House Pynes Hill Exeter EX2 5TH	Photocopy
Email	<a href="mailto:contactus@jurassic-fibre.com">contactus@jurassic-fibre.com</a> NOTE: In the email subject header, please put Power of Attorney or POA, please also provide the name and address of the account.	Scanned copy

If you have any questions, you can contact our Customer Care Team on 01392 345600.