



Consent form — For someone to act as my representative for the consideration of my complaint

I wish for the below named person to be my authorised representative (the "Representative") with The Motor Ombudsman for my complaint.

I confirm that:

- I have read the submission made on my behalf and confirm that it accurately reflects the nature and details of my complaint.;
- I understand that access to my personal information and the vehicle's history will be required in order to investigate and respond to the complaint and may be processed by the people involved in, investigating, and responding to my complaint;
- I agree that relevant personal information about me may be shared, gathered and processed in line with UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (the relevant "Data Protection Legislation");
- I give permission for my Representative to act on my behalf while my complaint is being handled. I also agree that information about my complaint can be shared with them; and
- I understand that my data will be processed in line with the Data Protection Legislation.

Consumer Details (Registered Keeper / Contract Holder / Complainant)

Name	
Case Number (if known)	
Address	
Post code	
Telephone contact no(s)	

Representative Details (Third-Party Details - Friend / Family Member / Other Representative)

Name	
Email address	
Telephone contact no(s)	

Date: _____

Consumer Signature: _____

Should you have any questions about this form or the process please contact us at **0345 241 3008** or by email to consumer@tmo-uk.org.

If you wish to withdraw your consent, or remove a third party, please contact us at **0345 241 3008** or by email to gdpr@tmo-uk.org.

Please submit this consent form to consumer@tmo-uk.org by replying to our original email we sent you when we setup your case ensuring that our case thread id is included for us to document your consent on your case alternatively you can post to the following address:

The Motor Ombudsman Ltd
71 Great Peter Street
London
SW1P 2BN
Tel: 0345 241 3008