

# Customer Authorization Form



## DATA PRIVACY NOTICE

Maynilad commits to protect the confidentiality of your personal and sensitive personal information in compliance with the Data Privacy Act of 2012 (RA10173). By signing this form, you agree to the collection, processing, storage, and use of your personal and sensitive personal information. The collected information will be solely used to enable us to (i) establish the identity of the account owner and authorized representative; (ii) act on the request subject of the authorization; and (iii) get feedback from you on the quality of our service to help us identify areas for improvement. You also agree that your personal and sensitive personal information may be disclosed to third-party contractors engaged by Maynilad as necessary to deliver its services. For the details of our Privacy Policy, visit <https://www.mayniladwater.com.ph/privacy-policy/>.

ACCOUNT AND PERSONAL INFORMATION			
<b>Account Owner</b>			
Contract Account Number:			
Maynilad Account Name:			
Account Owner:	Last Name	First Name	Middle Name
Current Address:			
Mobile No.		Viber No.: <i>(optional)</i>	
Email address:		Landline No.:	
Valid ID type: <i>Refer to the list at the back of this page</i>		Valid ID No.:	
<b>Authorized Representative</b>			
Full Name of Authorized Representative:	Last Name	First Name	Middle Name
Current Address:			
Mobile No.		Viber No.: <i>(optional)</i>	
Email address:		Landline No.:	
Valid ID type: <i>Refer to the list at the back of this page</i>		Valid ID No.:	
Relationship to the Authorized Representative	<input type="checkbox"/> Lessee / Tenant: Lease Period( <i>optional</i> ): Start _____ End _____ <input type="checkbox"/> Property Manager/ Admin / Caretaker ( <i>people who oversee day-to-day maintenance of property</i> ) <input type="checkbox"/> Family member ( <i>children, spouse, etc. living in the same house</i> ) <input type="checkbox"/> Others: _____ ( <i>please indicate</i> )		
<i>Pls. check ✓ your preferred validity of authorization</i>	<input type="checkbox"/> Validity period: From (MMDDYY) _____ To (MMDDYY) _____ <input type="checkbox"/> Until revoked by the Account Owner		

AUTHORIZED TRANSACTIONS	
<b>Please check ✓ preferred transaction that can be authorized</b>	
<input type="checkbox"/> Make inquiries, complaints, requests, and reports regarding the account and its water service connection (WSC) <input type="checkbox"/> Apply for a New WSC/Additional WSC/ Miscellaneous application, including the signing of WSC on behalf of the account owner/applicant ( <i>a notarized copy of this form is required as an attachment to the Water Service Conn. contract or Promissory Note</i> ) <input type="checkbox"/> Apply for Installment Plan <input type="checkbox"/> Request for the historical billing records right after signing of this authorization form	<input type="checkbox"/> Receive printed Statement Of Account (SOA) <input type="checkbox"/> Full access to My Water Bill online portal - Create/Sign-up for a My Water Bill online portal account - Subscription to SMS & email notifications ( <i>receive water service advisories and electronic SOA</i> ) - Subscription to Paperless Billing - Online access to 12-month historical billing <input type="checkbox"/> Receive water service advisories and electronic SOA via SMS <input type="checkbox"/> Receive water service advisories and electronic SOA via email <input type="checkbox"/> Others (please specify: _____)
<b>The Authorized Representative is not allowed from doing the following:</b>	
1. Change any personal data of the Account Owner (e.g., Change of Name/ address, contact information, etc.) 2. Authorize any other person or party to access the personal data of the Account Owner. 3. Share any account information other than the account owner 4. Ask for any specific information about the Account Owner.	

By affixing my signature and submitting this form, I declare that I have understood the relevant conditions of this Authorization form. I also warrant that the above provided information is true and correct to the best of my knowledge and belief. In case of any information change, I also agree to notify Maynilad through the Business Area offices or authorized Maynilad personnel through Maynilad official communication channels (e.g., Maynilad hotline 1626, [customerhelpdesk@maynilwater.com.ph](mailto:customerhelpdesk@maynilwater.com.ph)) immediately to ensure adequate protection of my personal and sensitive personal information.

I understand that falsifying and/ or providing any false information in this document is sufficient ground for the cancellation of the authorization and will not hold Maynilad liable for any damages due to such falsification and/or false information.

I also understand Maynilad will furnish me with any relevant communications intended for my authorized representative as may deem necessary.

In the event of premature termination, such as death/incapacity/resignation of the Authorized Representative, or termination of the lease, etc., this shall also warrant termination of the validity of this Authorization, provided that appropriate supporting documents are submitted to Maynilad.

_____ <i>Signature over printed name</i> <b>Account Owner name and Date signed</b>	_____ <i>Signature over printed name</i> <b>Authorized Representative printed name and Date signed</b>
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For Maynilad use only	
<b>Validated by:</b> _____ <i>Signature over printed name of authorized personnel</i> Position/Dept/BA: _____	<b>Approved by:</b> _____ <i>Signature over printed name of Head</i> Section/ Dept/BA: _____

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## List of Acceptable IDs / Proof of Identification/Authorization:

### Primary (at least 1)

- Valid Passport
- Social Security System (SSS) ID or SSS UMID Card
- Government Service Insurance System (GSIS) ID or GSIS UMID Card
- Land Transportation Office (LTO) Driver's License. Student Permit may be accepted if in card format.
- Professional Regulatory Commission (PRC) ID
- Overseas Workers Welfare Administration (OWWA) E-Card
- Commission on Elections (COMELEC) Voter's ID
- Philippine National Police (PNP) Permit to Carry Firearms Outside Residence
- PWD ID
- Senior Citizen ID
- Airman License (issued August 2016 onwards)
- Philippine Postal ID (issued November 2016 onwards)
- Seafarer's Record Book (SRB) (\*must be issued Feb 2020 onwards) issued by the Maritime Industry Authority (MARINA)
- SEC Certificate of Registration (as proof of registration of a corporate entity)
- Secretary's Certificate/Board Resolution (authorizing the Authorized Representative to act on behalf of the corporation)
- General Power of Atty. or Special Power of Atty. (GPA/SPA) (executed by account owner authorizing the Authorized Representative to act on his/her behalf)

### Secondary (at least 2)

- TIN ID
- Postal ID
- Philhealth ID
- Barangay Certification
- GSIS e-Card
- Seaman's book
- Certification from the National Council for the Welfare of Disabled Persons (NCWDP)
- Department of Social Welfare and Development (DSWD) Certification
- Police Clearance
- Barangay Clearance
- Government Service Record
- PSA Marriage Contract
- PSA Birth Certificate