

Third-Party Intermediaries

This policy deals with Third Party Intermediaries (TPIs) that assist customers with arranging their essential business services.

This is a separate policy from our Additional Support Policy, which is for customers who require additional support and are looking to authorise another staff member, friend or family member on their account to assist with account management. Further information on third-party account management can be found in our Additional Support Policy or by contacting our Customer Service on **0333 014 3131**.

A TPI may be engaged by us to discuss with actual or potential customers the contracts available for their essential business services. Where a TPI is engaged by us to discuss our contracts for essential business services, they are obliged to comply with any applicable laws and regulations that would apply to us as a service provider.

Customers may also instruct TPIs directly to liaise with service providers on their behalf. TPIs acting on behalf of customers may, amongst other things, contact us to:

- Discuss the terms and pricing available under our essential business service contracts;
- Manage accounts and billing;
- Raise billing queries and disputes;
- Terminate existing contracts;
- Raise complaints.

Where a customer has instructed a TPI, we require a Letter of Authority (LOA) to be provided in writing before discussing any information regarding the account. The LOA must be dated and include:

- The identity of the TPI;
- Our account reference;
- The supply address and service identifier (e.g. telephone number, water SPID etc.)
- Details of the extent of the TPI's authority;
- The date the LOA expires.

The written LOA must be sent to us directly by the customer, either on their letterhead or from the email address registered to their account with us, or have been e-signed by the authorised signatory on the account.

We will not accept verbal authorisation for a TPI to discuss a customers' account.

If you have any queries regarding our TPI policy, you can contact our Customer Service Team on **0333 014 3131**. We're available Monday to Friday, 9am to 5pm.