



# LETTER OF AUTHORITY POLICY

This policy outlines the procedures we follow when accepting Letter of Authority from our customers.

### **Purpose**

The Letter of Authority (LOA) allows a third party to act on the customer's behalf in matters related to the customer's energy supply, including but not limited to account inquiries, service changes, direct debits, payments, and billing issues.

### **Policy Guidelines**

#### **1 Validation of Authority:**

- All LOAs must be signed by the account holder to validate authority.
- We may require additional identification or verification if necessary.

#### **2 Scope of Authority:**

- The LOA should clearly state the specific actions the customer authorises the broker or third party to take on the customer's behalf.
- Any limitations or specific instructions should be included in the letter.

#### **3 Duration of Authority:**

- The Letter of Authority granted will remain in effect until revoked by the customer in writing or until the specified expiration date mentioned in the LOA.
- If no expiration date is provided, we will consider the authority valid for one year from the date of receipt. We will add a start and end date, and once it has ended, we would need a new one to replace the LOA.

#### **4 Confidentiality:**

- We are committed to protecting our customers' personal information and will only disclose details to the authorised party as specified in the LOA.

#### **5 Revocation of Authority:**

- The customer may revoke the authorisation at any time by providing us with written notice.
- We will cease to work with any third party upon receipt of the revocation.

#### **6 Record Keeping:**

- All accepted LOAs will be securely stored in our records for a period of five years to ensure compliance and for reference in future communications.

#### **7 Validation of Authority:**

We reserve the right to contact the customer directly to confirm the authenticity of the LOA received. If contact cannot be made, we may reject the LOA and not provide detail to third party of account until contact has been made.

When communicating with or otherwise dealing with the Third Party, we may (at our discretion), copy/add in the Customer to any correspondence or communication. Where there are multiple third parties acting together on a customer's behalf and there is a crossover in authorised duties we may contact the customer to verify.