



TREATING CUSTOMERS FAIRLY POLICY

Maxen Power should, at all times, respect the best interests of our customers and treat them fairly. The delivery of our service to our customers should always be approached in a fair and transparent manner. This policy is designed to outline how we shall deliver that.

Putting the customer first is the key to this approach. We should consider the needs of our customer and put ourselves in their shoes when considering them. This will introduce empathy to our approach in every step of the customer journey.

Where possible, we should actively seek feedback from our interactions with customers to help and maintain our approach is in line with expectations.

Should Maxen Power come across any vulnerability, this should be reported to the management to act on, while also understanding the needs of the customer and taking this into consideration in every process of the business.

Treating Customers Fairly

- 1** It is important to ensure that the customers are aware that they are dealing with a company where the fair treatment of customers is central to our principles.
- 2** Ensure the customer is provided with clear information and are kept appropriately informed throughout the onboarding process and throughout their supply period.
- 3** Where the customer is given any information or communication from us it is essential to make sure the information is clear, accurate, appropriate and delivered in a timely manner.
- 4** We should ensure customers do not face any unnecessary barriers to raise a query. They should have access to clear and concise information about our services.
- 5** In the event that a customer wishes to make complaint, we must ensure they have the right to do so and we will resolve the issue in timely manner and in line with our complaints policy.