

CODE OF PRACTICE - SIGN UP

Overview

The team at Glowpower are dedicated to ensuring that your switch us as a retail supply customer is conducted in a transparent, easy to understand and fair manner. It is Glowpower's goal to always ensure 100% that explicit informed consent is always provided and recorded for your peace of mind. To achieve this Glowpower is committed in its approach to ensuring the following –

- All material is easy to understand
- All representations are accurate
- Products are clearly marketed including their associated terms of products

At Glowpower we hold ourselves to the highest standards and processes to ensure that our customers can have confidence in the provision of all of our services.

Marketing Information

At Glowpower we have created marketing communication and documentation that is fair, accurate and easy to understand. We are committed to protecting customers against unwanted, unfair or misleading marketing and advertising methods. All marketing materials and verbal communication to our customers will specify the following:

- Applicable rate and charges (which will also be available on our website in an easy to access and identifiable location)
- Discount information and how it is calculated
- When marketing a specific product and plan an estimated annual bill figure based on the annual average consumption per customer of 4200 Kwh (as designated by the CRU)
- Validity of the offer
- Duration of a fixed term contract
- Early termination fees
- Terms and Conditions and how they can be accessed

All information provided in writing or communicated verbally will:

- Be complete, accurate, transparent and not misleading in terms of information that is provided or omitted
- Specify clearly the offer / product being marketed
- Be communicated in plain and accessible language
- Relate to the products or services which are appropriate to the customer to whom it is directed
- Be fair in both terms of its content and format of presentation

Should you indicate that you do not wish to be contacted again for the purpose of marketing, Glowpower will remove your name from our marketing database. We will send you a written confirmation stating the contact details we have for you are taken off our marketing database

Email and SMS Marketing

All marketing messages sent through email and SMS will be in line with the data protection legislation and will:

- Be fair, accurate and transparent
- Be easy to understand
- Clearly state who we are, our contact information (including email address, business address and contact number)
- Provides a clear option for you to opt out of any future marketing communications (whether written, SMS or via email) without any cost to you
- have clearly defined simple pricing so that price comparisons can easily be made
- Is accessible – through our website, easy to navigate to and available upon request via our contact centre. When required we will ensure all appropriate documentation is provided in conjunction with any product offering.

Face to face interactions

Any person, whether they are representing Glowpower directly or through a third-party channel will be required to identify:

- Their name and the channel they represent
- Our company name
- Photo id (with ID number) showing their photograph, employee name, employee number and contact details of Glowpower (including address)
- The purpose of their visit/contact and enquire if the customer wishes to progress further

Agents are required to stop their sales pitch, if the customer does not wish to proceed and advise the customer of how to be removed from the contact list.

Agents will never be permitted to come to your property outside of the following hours unless an appointment has been made prior –

Mon to Fri – 9am –

9pm Saturdays – 9am

- 7pm Sundays

Public and Bank

holiday Christmas

Eve

Our sales agent will provide you with a Doorstep checklist prior to the commencement of sale pitch and actively confirm that the customer has read and understood the doorstep checklist. A cancellation form will be provided along with this checklist.

Should you wish to terminate the interaction at any stage we have provided our representatives with training to ensure they are instructed to honour your wishes and leave as soon as possible.



You can advise our sales agent to remove you from the contact list, if you do not wish to be contacted by Glowpower for any marketing purposes in future.

All representatives of Glowpower (direct or through a third-party channel) will not be allowed to sell on our behalf before they have received the appropriate training, according to this code of practice.

Telephone Interactions

When calling you to discuss any potential Glowpower product our agents (whether directly or through a third party), Glowpower representatives will be trained to identify his or her name, who they are representing and why they are calling at the earliest opportunity. Agents are required to confirm their contact number if requested by the customer.

Agents will not be permitted to contact you outside the designated

hours of - Mon to Fri – 9am – 8pm

Saturdays – 9am -

7pm Sundays

Public and Bank

holiday Christmas

Eve

Should you want to terminate the interaction at any time our agents are trained to **honor** your wishes and do so at your request. You can advise our sales agent to remove you from the contact list, if you do not wish to be contacted by Glowpower for any marketing purposes in future.

Recording your consent

For your peace of mind and to ensure that Glowpower maintains a high level of service we will ensure all explicit consent is captured and received through one of the following means –

- Recorded verification over the phone
- paper contract (via email)
- Recorded online we- based verification
- Where you sign up with a third party, we will keep the record of the interaction and the details you have provided. This is held securely.

You will be advised of the method of verification at the point of sign up. You can request a copy or access to any of these methods at any point of time.

Vulnerable customers

If you have electrically powered medical equipment that you depend on or if you believe you may be vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory or mental health then you should enquire about registering as a vulnerable customer to receive special care. We will ascertain whether you are eligible to register as a Vulnerable Customer during the sign up process and outline the steps you would be required to take to register with us. Being registered as a Vulnerable customer can provide you with the following:

- Alternative forms of communications;
- The opportunity to nominate a third party as a contact (family, friend, recognized organization)
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- Removal from the disconnection process if on electrically powered medical equipment or during winter process

Information provided before and after sign up

Whether you sign up to one of our products via a visit to your door, a call from a representative or buy signing up online – we will ensure will go through the energy offer and product that the you are being signed up to and explain the charges associated with the plan. When your sign up (with accurate details) is confirmed we will provide you a copy of all the relevant information that has been agreed. This will confirm the details of what has been agreed.

Included in this information will be the details and procedure should you want to cancel the agreement within the cooling off period or at anytime while with us. Also included will be information on how to contact us to discuss your new product in detail. You are entitled to a 14-day cooling off period from the day you receive your welcome letter/email. Your welcome letter/email will contain your rates and terms and conditions of supply associated with the contract. When signing you up we will inform you of our cooling off process and when the cooling off period starts from.

If you have any questions please contact us on **1-960-9690 during the following business hours:**

Mon – Fri (excluding Bank holidays and Christmas Eve) – 9.30am – 5pm

These calls will be charged at Local rates from any landline in the Republic of Ireland, calls made from mobile phones will cost more. Alternatively you can email us at info@glowpower.ie and we will respond to you within 48 business hours.



Marketing online and offline – Our Commitments

We (all staff, agents and representatives of Glowpower) will:

- Not exploit a person's inexperience or vulnerability or apply undue pressure when marketing to a customer.
 - Give you accurate, fair and transparent representations of both our own and our competitors' products, services and all related charges, including any or all standing charges.
 - Make comparisons on a like for like basis, with the data source and date clearly presented.
 - Provide you with a method to 'opt out' of future marketing activities, and add you to our 'no contact' database if requested.
 - Make you aware of all offer terms and conditions and the offer duration when advertising special promotions or offers.
 - Display a list of terms and conditions on our website when offering promotional or introductory incentives or discounts.
- Present all of our tariffs in a clear and transparent manner that conforms to current CRU Energy Supplier obligations.

Contact Details

☎ 1-960-9690 9.30am – 5.00pm Monday to Friday

customerservice@glowpower.ie

www.glowpower.ie

Correspondence address: 20 Harcourt ST Dublin 2, D02 H364. Ireland.