



LETTER OF AUTHORITY

CUSTOMER DETAILS

Name of Customer: ('I'/'we'/'us')

Registered No:

Business address:

Postcode:

Telephone No:

Authorised representative:

Email Address:

MPAN:

MPR:

Site Address(es):

To whom it may concern, I/we have appointed:

BROKER DETAILS

Name: ('Broker') EGB Management & Consultancy

Ombudsman

Member

Broker Reference: C35EGBM01

Business address: Ribblesdale Place, Preston, Lancashire

Postcode: PR1 8BZ

Telephone No: 0798 567 2559

to act on our behalf in relation to the supply of electricity, gas and/or water.

We hereby authorise the Broker and its appointed representatives to carry out the activities listed below on our behalf. We understand that the Broker may use the services of Online Direct Limited (Company no: 03599738) 300 Pavilion Drive, Brackmills, Northants, NN4 7YE and/or EBroker Direct Limited (Company no: 10857908) with Energy Advice Line Limited (Company no: 05774275) Suite A 2nd Floor Burlington House, Burlington Arcade, Bournemouth, England, BH1 2HZ to assist in carrying out these activities:

- Access industry held data including consumptions, contract end dates, metering information, issue termination notices should the need arise and opt out of future contract renewals on our behalf.
- Contact our current supplier to resolve any issues arising, therefore they can request all billing information and authorise any adjustments, refunds, or billing amendments.

- Raise and deal with complaints on our behalf to a satisfactory resolution (The supplier will notify the customer if a complaint is raised on the account and confirm when this has been resolved)

This Letter of Authority does not give the Broker authority to sign/enter into a contract on our behalf.

We agree and accept that:

- The Broker is acting as an introducer for energy suppliers and is not acting as our agent;
- The price of any contract we agree with an energy supplier includes a commission payable by the energy supplier to the Broker for the services provided by the Broker and/or its appointed representatives
- A credit check may be carried out against us (and/or our directors/partners/owners).

We confirm that we have authorised the Broker to use our customer data for the purposes of delivering services to us and to share that data with selected relevant third parties in order to do so.

This Letter of Authority is effective from the date of signature, it remains valid for a period of 12 months from such date and supersedes all previous versions.

For and on behalf of the Customer:

PRINT NAME:

Position:

Email address:

Dated:.....

Signed:.....