

Telesales Broker Verbal Validation Script - Acquisitions

I need to inform you that this call is being recorded for training and verification purposes and I need to mention that today's date is < Today's Date > and the time is < Current Time >

As you have agreed to proceed with a gas supply contract with Crown Gas &Power, I'm now going to commence the process of registering your contract

My name is < Your Name > of < Full name of Broker > who are independent from Crown Gas &Power and are not of any kind a government body.

We now need to confirm a few details about you and your business:

- Can you confirm your full name and position within the business?
- What is the registered business name and address including postcode?
- Is the gas supply address the same? (if "no" get supply address)
- Can you confirm the MPRN please?
- Can you confirm this contract is based on an estimated annual consumption of < AQ >
- Can you confirm what contract start date you require? (3 weeks min)
- Please confirm that you are authorised to enter into this gas supply agreement and that you are aware that Crown Gas & Power will be supplying your gas?

Under current regulations Crown Gas and Power have an obligation to take all reasonable steps to identify Micro Business Customers. Your company will automatically be classified as a Micro Business if your estimated Annual Consumption is less than 293,000 kwh, and/or you confirm that your company employs fewer than ten people and has an annual turnover (or balance sheet) less than 2 million euros.

Please can you confirm if your company employs less than 10 people or has a balance sheet less than 2 million euros?

(Based on the customers estimated AQ and answer to the above question continue with A or B below)

- A. Based on your estimated consumption or the company information you have just confirmed, your company will be classified as a Micro Business and the following Principal terms will apply to your contract with Crown Gas and Power
- Your contract will be for a fixed term period which starts on the agreed start date and ends at the end of the supply period.
 - Your charges will be set for the supply period. However, should any third-party charges change or should there be any changes in regulation that results in Crown Gas & Power incurring additional costs they reserve the right to pass these costs on to you. Equally, should any of the information you have provided be incorrect, this may result in an increase in the charges.
 - You will be contacted in writing at least 60 days before the end of the supply period with details of a Renewal Offer.

- If you do not agree to this Renewal Offer or transfer to a new Supplier at the end of the supply period, you will automatically be charged at Out of Contract rates which could be significantly higher than your previously contracted rates.
- If you wish to leave Crown Gas and Power at the end of your contract term you must send them a notice of termination at least 30 calendar days prior to your contract end.
- If you do not serve a notice of termination at least 30 calendar days prior to your contract end then you may be rolled into a new 12 month contract based on the Renewal Offer.
- Hard copies of these Principal terms and a full copy of Crown Gas & Powers terms and conditions will be sent to you on acceptance and are also available on their web site www.crowngas.co.uk

Are you happy to proceed under these Principal terms?

B. Based on your estimated Annual Consumption or the company information you have just confirmed Your Company **will not be** classified as a Micro Business and, therefore:

- The charges will be fixed for the agreed period however may be subject to change in the event the information you have provided is incorrect or as a result of significant increases in third party charges.
- If you do not serve notice at least 60 days prior to the end of the supply period, your contract with Crown Gas and Power may be automatically rolled-over for a further period of 12 months at the then current rates. If you do serve notice you will be charged Crown Gas and Power's Out of Contract rates, which could be significantly higher than your contracted rates, until your supply is transferred to a new supplier or you agree a new supply contract with Crown Gas and Power.

[For all customers, Micro and Non Micro Businesses continue with script below]

Based upon the start date you have requested, you are now agreeing to change your gas supplier to Crown Gas and Power at a unit rate of < > pence per kWh, with a standing charge of < > per day for a fixed term contract of < > years, this makes up your supply period. These prices are exclusive of VAT and CCL.

Please note that as you are entering into a legally binding contract you will need to remain with Crown Gas and Power for the entire supply period or for as long as you are responsible for the premises. Data processing activities shall be carried out in connection with this contract. To support this, a Privacy Notice will be issued to you to inform you of who Crown Gas and Power are, what personal data they collect, why they process it, who they share their data with, your data rights (including how you can access your personal data) and how you can contact them.

This contract is subject Crown Gas and Power's prevailing terms and conditions which contain clauses that limit and/or exclude liability and provide for the contract to roll-over in certain circumstances as I have already explained. A full copy of these terms will be sent to you and or can be viewed at any time on Crown's website www.crowngas.co.uk

Can you please confirm for me that you understand the contract information I have just explained to you and that you are happy to proceed? Thank you.

Crown Gas and Power may perform a credit check with a credit reference agency. Please confirm you are happy to accept this? Thankyou

I just need to collect some additional details about your business:
Are you a limited company?

Yes: What is your company registration number

No: Can I take your home address & date of birth

Your contract with Crown Gas & Power is based upon 10 day payment terms and payment by Direct Debit. To save you time would you like me to setup your Direct Debit Instruction now over the phone? (If “no” paper DDI must be sent – jump to **Closing** section)

- Please can you confirm that you hold a UK Bank or Building Society Account and that you are the account holder? (If not paper DDI must be sent)
- Are you the only person required to authorise debits on the Account? (If not send paper DDI)
- Is this a personal or business Account?
- Can I please take the name of the bank?
- Can I please confirm the Account name
- Can I please take the Account sort code e.g. [12][34][56]
- Can I please take the Account number e.g. [12345678]

Thank you. I will repeat these back to you now.... The Account Name is..... , the Sort Code is..... and lastly the account number is.....

You will receive a gas invoice on or before the 10th of each month together with 10 days advance notice before the Direct Debit is taken.

If there is a change to the date, amount or frequency of your Direct Debit, we will always give you 10 days’ notice in advance of your account being debited.

The Company Name that will appear on your Bank Statement against the Direct Debit will be Crown Oil Ltd t/a Crown Gas & Power and the Direct Debit will be lodged within 10 working days of this call and Crown Gas & Power will send you written confirmation the Instruction has been processed in your confirmation letter.

All Direct Debits are protected by a guarantee. Would you like me to read it to you now or are you happy? the guarantee will also be included in your confirmation letter

- If “No” skip the guarantee and jump to **Closing**
- If “Yes” then read guarantee below:

In the event of an error, you are entitled to an immediate refund from your Bank or Building Society. You have the right to cancel at any time and this guarantee is offered by all the Banks and Building Societies that take part in the Direct Debit Scheme.

That completes the setting up of your Direct Debit Instruction with Crown Gas & Power

Closing



Thank you very much for your time today. You will receive a confirmation letter along with a copy of the terms and conditions and a privacy notice shortly.

The registration of your contract will shortly commence. I must stress that you have entered into a legally binding contract for a fixed term period. You should not enter into another contract for the same period. This could result in delays in registration and may also result in you being charged early termination fees.

Finally, can you confirm that you are happy with the process conducted by myself in this call and any previous calls?