



## APPLICATION FORM

### Join as a Signatory or Supporter 2022

#### YOUR COMPANY'S DETAILS

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

ABN: \_\_\_\_\_ Phone: \_\_\_\_\_

Website: \_\_\_\_\_

Business type:

Energy Comparator

Energy Moving Service

Energy Retailer

#### YOUR DETAILS

*Key contact in your business (if different)*

Firstname: \_\_\_\_\_ Firstname: \_\_\_\_\_

Lastname: \_\_\_\_\_ Lastname: \_\_\_\_\_

Mobile phone: \_\_\_\_\_ Mobile phone: \_\_\_\_\_

Email address: \_\_\_\_\_ Email address: \_\_\_\_\_

#### FEES

These are the fees payable depending on the type of your business. These prices do not include GST. Please select which category most closely represents your business:

Comparator/Moving Service - single entity	\$4,000/annum
Comparator/Moving Service - multiple brands	\$5,000/annum
Energy Retailer/Supplier (Supporter)	\$4,000/annum
Supporter + Moving Service	\$5,000/annum

# APPLICATION FORM

## Join as a Signatory or Supporter 2022

### SIGNATORIES

By signing this application, you, on behalf of your company agree to abide by the principles of the National Customer Code for Energy Comparators & Energy Moving Services (the Customer Code) and to pay the fees set by the Customer Code Council (as published from time to time).

You also agree to work with the Code Administrator and the Customer Code Council to ensure Customers are treated in line with the Customer Code. This may include the Code Administrator verifying your compliance from time to time through activities such as desktop audits and/or mystery shopping. You agree to take corrective actions for any alleged non-compliance of the Customer Code, if recommended by the Code Administrator and accept this is a requirement for remaining a Signatory to the Customer Code.

Acceptance of becoming a Signatory to the Customer Code will not be unreasonably withheld by the Code Administrator. You also agree to promote your commitment to the Customer Code including displaying the Customer Code on your website along with a brief statement about how your company is striving to meet the Customer Code.

You agree to meet the key commitments to the Customer Code:

- 1. Customer centricity** – we will put customers at the centre of our business and make recommendations to drive positive and effective energy solutions that empower their choices.
- 2. Transparency and disclosure about our business, practices and offers** – we will provide customers with true and accurate information about our business, our services and products, those brands we represent and any Assumptions that we use.
- 3. Fairness and consistency** – we will ensure that customers are treated fairly and provided with information they need to choose an energy plan in a clear and consistent manner.
- 4. Accountability** - we will be responsive to customers' needs and take prompt, appropriate action if a customer makes an enquiry or complaint to ensure our continuous improvement.

By signing this application, you, on behalf of your company agree to support the Customer Code and to pay the fees set by the Customer Code Council (as published from time to time).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### SUPPORTERS

By signing this application, you, on behalf of your company, agree to support the Customer Code and to pay the fees set by the Customer Code Council (as published from time to time).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please email your completed form to [awhitehouse@salesassured.com.au](mailto:awhitehouse@salesassured.com.au)