

The admin stuff...





Sales & Marketing



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- ➔ This simple guide will state ClickEnergy's commitment to how we will carry out our Sales & Marketing.

You can find out more on our website www.clickenergyni.com or contact us on our Freephone number **0800 1 070732**.

ClickEnergy is first and foremost a retail business and as such we are open and transparent in how we conduct our business with you. ClickEnergy is fully compliant with the Utility Regulator for Northern Ireland's Marketing Code of Practice.

- ➔ **The ClickEnergy Sales Team**

When chatting to you, our team will identify themselves as soon as possible, whom they represent and their purpose. If we call to you in person, we will produce an identity card that clearly displays the sales persons' name, a recent photograph, ClickEnergy contact details and the expiration date of the card. If you indicate that you want to end the chat we will promptly end the telephone call or the discussion and leave the property.

We promise that our Sales team will:

- ➔ Always be courteous and professional
- ➔ Never mislead a customer
- ➔ Always recognize and respect your right to end the conversation at any time
- ➔ Comply with all current consumer protection and sales legislation



- ⇒ Be fully trained and competent
- ⇒ Never take advantage of a person's inexperience, vulnerability, credulity, loyalties or in any way attempt to restrict their ability to make an informed choice.
- ⇒ Unless previously agreed with you, we will only contact you between 9am – 8pm on weekdays and 9am – 7pm on Saturdays. We will not contact you on Christmas Eve, any Public or Bank Holiday or on Sundays.

⇒ **Transparency with ClickEnergy**

Making the switch to ClickEnergy couldn't be simpler, but we want you to be fully aware of our products and services and what makes us the right choice for you. We will take you through your agreement with us highlighting all the essential points so you understand your agreement and what you are committing to. We will provide you with:

- ⇒ An explanation of the 'cooling off' period and your cancellation rights
- ⇒ Written (using your chosen method of communication) details of your contract, including unit rates, duration, expected commencement date of supply and terms and conditions. These will also be available via your ClickAccount at **www.clickenergyni.com**

⇒ **Sales & Marketing**

For all ClickEnergy sales & marketing activities we will responsibly:

- ⇒ Ensure all our marketing material is legal, honest and easy to understand.



- ➔ Provide you with accurate and transparent representations of both our own and our competitors' products, services and all related charges, including any or all standing charges.
- ➔ Remain fully compliant with all current relevant consumer protection and sales legislation.
- ➔ Provide you with a method to 'opt out' of future marketing activities, and add you to our 'not for contact' database if requested.
- ➔ Make you aware of all offer terms and conditions and the offer duration when advertising special promotions or offers.
- ➔ Never mislead, exploit, pressurize you or in any way restrict your ability to make an informed choice.



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