



BE energy

**Code of Practice on
Customer Sign Up**

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At BEenergy we're committed to ensuring that your application is carried out in a clear and comprehensive manner. This includes providing you with all relevant information regarding your chosen product upon sign-up making sure you understand exactly what you're signing up to. We will supply you with a Sales Checklist which highlights all the key aspects of BEenergy's sign up process and provide confirmation of the details of the product you have signed up to including our terms and conditions.

Doorstep Sign Up

Our sales representatives will always carry a BEenergy identity card which includes their full name, photograph, ID number, expiry date, BEenergy contact number and address. Our sales reps will give you the reason for their visit and provide you with a copy of the standard doorstep sales checklist ensuring you understand each stage of the process. If at any stage you do not wish to proceed, our sales rep will leave if requested and advise of how you can be removed from the contact list. They will never call to your home on any public or bank holiday, Sunday, Christmas Eve, outside of 9am to 9pm on weekdays or 9am to 7pm on Saturdays, unless otherwise agreed in advance.

Telephone Sign Up

Our Telesales Agents will always identify themselves, advise they are calling on behalf of BEenergy giving the reason for the call and supply you with a contact number upon request. We will never make a phone call to your home on any public or bank holiday, Sunday, Christmas Eve, outside of 9am to 9pm on weekdays or 9am to 7pm on Saturdays, unless otherwise agreed in advance. If at any time during the phone call conversation you do not wish continue, we will end the call upon request and advise on how to be taken off the contact list if required.

Sign Up & Cooling Off Period

When you sign up to a BEenergy product we will send you a welcome letter which will include your T&Cs, rates and all key information regarding your contract. Upon sign up, you will have 14 days in which to cancel the agreement, this period is known as the "cooling off period". The cooling off period begins when you have received your documentation, including the terms and conditions of our supply. If you wish to cancel your agreement you can do so any time by calling our customer service team on 1800 817 383 or by emailing info@beenergy.ie.

Vulnerable Customers

BEenergy is committed to providing top quality service for all customers. We offer extra support for customers that need extra help. If you are critically dependent on electrically powered equipment or if you are particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory or mental health then you are eligible to register as a vulnerable customer and receive special care. Our sales reps aim to discover this upon sign up and will provide you with a Special Services or Priority Support Registration form to complete in

order to avail of this service. For more information on this please see our Code of Practice on Vulnerable Customers at www.beenergy.ie.

Email & Marketing

We may contact you occasionally by email or SMS for marketing purposes. If we email you we will clearly state that we are contacting you from BEenergy on all messages and we will also provide a reply email address, our postal address and our contact telephone number. If we contact you by SMS we will clearly identify that we are contacting you from BEenergy. If you prefer not to receive emails or text messages you can be removed from our marketing database at any stage by notifying our customer service team at info@beenergy.ie or telephone 1800 817 383, lines are open from 8am – 8pm Monday to Friday and 11am – 4pm on Saturday. If requested, we will provide written confirmation that your details have been removed from the database.

Our Guarantee

Our sales agents receive regular training to ensure they meet the highest possible standards and are fully compliant with our Codes of Practice. No-one from our team or any of our sales representatives will ever exploit a customer's vulnerability or inexperience. BEenergy values you as a customer. We will never knowingly mislead you with inaccurate information. When you sign up with a field sales representative at your door or at an event, through our call centre or online, you will receive a welcome pack with all the details of your switch and how you can cancel if you wish to. If you have any questions regarding your sign up, our Customer Service Team will be happy to take your call on Freephone 1800 817 383 to answer any questions or concerns you might have. We are open Monday – Friday 8am-8pm and Saturday 11am-4pm.

Contact Us

If you have any queries regarding this Code of Practice, please get in touch:

Write to us at

Customer Service Team

BEenergy

UNIT E

Site 1

Swords Business Park

Swords

Co. Dublin

Email us at: info@beenergy.ie

Give us a call on: **Freephone 1800 817 383.**