



## Telesales Broker Verbal Validation Script - Renewal

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 >

You have agreed to proceed with a gas supply contract with Crown Gas & Power Limited. The contract will be subject to Crown Gas & Power Limited's terms and conditions as well as its principal terms if you are a microbusiness.

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

For annual consumptions under 293,000kWh Crown Gas and Power will assume that you are a microbusiness. Within ten days of agreeing this legal binding contract and based on their assumptions Crown Gas and Power will issue you a copy of their principal terms and conditions along with their terms and conditions and a copy of their privacy notice. The principle terms that will be sent highlight key contract information including details about what happens upon renewal, your contract termination notice period and how to avoid out of contract rate charges. Would you like to hear the principle terms for microbusinesses now? (If yes read the below, if no skip to contract).

- *The 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.*
- *Your contract will automatically terminate at the end of the supply period.*
- *You will be contacted in writing at least 60 days before your contract end date with details of a Renewal Offer*
- *If you choose not to accept the Renewal Offer and you fail to switch supplier at the end of your contract then you will be charged at Crowns Out of Contract rates from the end of the supply period until you successfully switch supplier or agree a new Agreement. These rates could be significantly higher than your previously contracted rates.*
- *Copies of all terms and conditions and a privacy notice can also be found on Crown Gas and Powers website at [www.crowngas.co.uk](http://www.crowngas.co.uk)*

Are you happy to proceed under these Principal terms?

### **Contract**

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

- Can you confirm your full name and position within the business?
- Can you confirm your email address?
- What is the registered business name and address including postcode?
- Are you a limited company?
- What is your company registration number?

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



- 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?

Based upon the start date you have requested, you are now agreeing to have Crown Gas and Power Limited remain as your gas supplier with a unit rate of < > pence per kWh and 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.

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

Your contract with Crown Gas & Power is based upon 10-day payment terms and payment by Direct Debit.

Customer must set up a new Direct Debit with Crown Gas and Power.

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.....

The Company Name that will appear on your Bank Statement against the Direct Debit will be Crown Gas & Power Limited 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.

#### **Direct Debit Guarantee**

All Direct Debits are protected by a guarantee. Would you like me to read it to you now or are you happy for Crown Gas and Power to send you this?

- 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**

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 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?