Maxen Power

Letter of Authority Policy

This policy outlines the procedures we follow when accepting Letter of Authority from our customers/third parties.

Purpose

The Letter of Authority (LOA) allows a third party to act on the customer's behalf in matters related to the customer's energy supply, including but not limited to account inquiries, Change of Occupier, service changes, direct debits, payments, and billing issues.

Policy Guidelines

1. Customer Verification and Authenticity Checks

- LOAs must be signed by either the customer himself or by an authorised representative of the customer, such as a director, partner, or other verified account contact.
- We may require additional identification or verification if necessary.

2. Scope of Authority

- The LOA should clearly state the specific actions the customer authorises the broker or third party to take on the customer's behalf.
- Any limitations or specific instructions should be included in the letter.

3. Requirement of LOA

The Letter of Authority must have the following details:

- Customer/business name
- Supply address
- Account number or MPAN/MPRN, where available
- Name of the authorised broker or third party
- Scope of authority
- Date of signature
- Expiry date, if applicable
- Name of the customer/authorised representative

4. Duration of Authority

- The Letter of Authority granted will remain in effect until revoked by the customer either in writing or over the call, or until the specified expiration date mentioned in the LOA.

- If no expiration date is provided, we will consider the authority valid for one year from the date of receipt. We will add a start and end date, and once it has ended.

5. Confidentiality

- We are committed to protecting our customers' personal information and will only disclose details to the authorised party as specified in the LOA.

6. Revocation of Authority

- The customer may revoke the authorisation at any time, either in writing or over the call. We will cease to work with any third party upon receipt of the revocation.

7. Rejection of LOA

Maxen Power will reject the Letter of Authority in case of the following:

- Missing Signature of either party
- Unclear customer details
- Unclear authority
- Signatory cannot be verified
- LOA appears altered, expired or incomplete
- Customer cannot be contacted for verification purpose

8. Record Keeping

- All accepted LOAs will be securely stored in our records for a period of six years to ensure compliance and for reference in future communications.

9. Validation of Authority

We reserve the right to contact the customer directly to confirm the authenticity of the LOA received. If contact cannot be made, we will reject the LOA and not provide details to third party of account until contact has been made.

When communicating with or otherwise dealing with the Third Party, we may (at our discretion) copy/add the Customer to any correspondence or communication. Where there are multiple third parties acting together on a customer's behalf, and there is a crossover in authorised duties, we may contact the customer to verify.

Disclaimer: *This policy is subject to biannual review and may be updated at any time as deemed necessary to reflect regulatory requirements, industry developments, organisational priorities, and operational needs.*