



**Sign Up  
Code of Practice**

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# Sign Up Code of Practice

## 1. Introduction

The objective of this Code of Practice is to ensure that our customers easily understand our sign-up process. We aim to provide a quality service and it is our intention that you have confidence in the marketing, sign up and supply of our service.

If we break any of the guarantees and our standards contained within this or any Code of Practice, you're entitled to a payment of €30 from us. This will be credited to your account within one billing period.

## 2. Direct Communication Methods

To communicate directly with our customers and potential customers, we engage in a variety of communication methods. These methods include, but are not limited to:

- Door to Door
- Email
- SMS
- Telephone

In any call made by or on behalf of Panda to a customer for the purposes of marketing, the caller will, as soon as practicable, clearly identify:

- his or her name; and
- contact number (if requested by the customer); and
- the name of the supplier on whose behalf the call is being made; and
- the purpose of the call.

Please note that we only make direct marketing communication contact between the following times:

- 9am and 9pm on weekdays
- 9am to 7pm on Saturdays

We do not contact customers outside of these hours, on Sundays, public or bank holidays or Christmas Eve, unless requested by a customer.

### Communication via Door to Door

When one of our agents visits a customer's home, they will clearly identify their name, our name, provide a contact number (01 829 8992), the purpose of the visit and enquire if they would like to proceed.

If the customer doesn't want to proceed at this time, then our direct sales agent will stop the sales process and leave the premises. They will inform the customer how to be removed from the contact list.

Every sales agent will have photographic ID with Panda contact details (01 829 8992) for verification purposes. At the start of the sale, our agent will hand the customer a standard doorstep check-list that they will go through and leave with our customer.

The customer must confirm that they have read and understood the doorstep check-list and that they are switching to a specified product with a specified payment method.

### **Communication via Email and SMS**

Panda send email and SMS to communicate to our customers. When we email our customers, we will provide our name, address, email address and telephone number.

Each email will contain an easy method of unsubscribing or removing their name from the database at no cost to the customer. This ensures no future messages will be received and this is in line with Comreg regulations.

When we use SMS with our customers, we will provide our name and an easy method to unsubscribe or remove their names from the contact list at no cost to them.

### **Communication via Telephone**

When a telephone call is made to a customer, our sales representative will clearly identify their name, our name, our contact number and the purpose of the call and enquire if they would like to proceed.

If the customer doesn't want to proceed at this time, or at any time during the call, our sales representative will cease the call.

### **3. Customer Sign Up**

When a sales representative signs up a customer with Panda, they ensure that the customer knows that they are signing up with Panda. Our representative will confirm that the person has the authority to open an account for the premises, that they will be the named account holder or nominated representative for the premises. Where an account is opened by a nominated representative, we will have the account holder's consent to the opening of an account in their name. This consent must be retained in an auditable format.

When signing a customer up the supplier will go through the energy offer / product that the customer is being signed up to and explain the charges associated with them.

If it is a joint account that is opened, Panda will make contact as soon as possible, after the initial account opening, with the other named party to confirm that they wish to be named.

The customer will confirm that they understand that they are switching to a specified product with a specified payment method. All products and associated charges will be explained as will the discounts and how they are applied, if applicable.

In addition, the following will be explained:

- Cooling off period (when signing a customer up, Panda will inform the customer as to when the cooling off period starts, the time limit of the cooling off period and procedures for exercising the right to cancel a contract with a supplier before the contract is concluded).
- Vulnerable customer process (when signing a customer up, Panda will ascertain whether the customer is eligible to register as a Vulnerable Customer and if so, the steps they must take to register).



- Billing frequency and methods
- Deposit required (including any social arrangements available)
- Payment structure
- Budgeting options
- Duration of contract
- Debt flagging
- Penalties that may apply for failure to meet terms of contract.

At the end of the sign-up process, the customer will be provided with a copy of the terms and conditions of supply, contract, the rates applied and a cancellation form together with the door step checklist. If, for whatever reason, the customer is not provided with these at the point of sign up, key terms will be highlighted and explained to the customer. Copies of the documents will be sent to the customer to allow them to read them and still avail of any cooling off period.

#### **4. Training**

We train all our staff – internal and contractors – to the highest standard of customer care excellence. In addition, we provide regular sales training on our products and services. All staff are trained to ensure they do not misrepresent Panda, portray our rival suppliers in a negative way or apply undue pressure to get a sale.

## **Further Information**

#### **Data Protection**

Panda take GDPR and customer data very seriously. For more information about our GDPR practices, please visit the Panda privacy statement at [www.panda.ie](http://www.panda.ie).

#### **Contact Details**

- Please see our details below:
- Phone Lo-call: 01 829 8992
- Email: [CustomerCare.Energy@pPanda.ie](mailto:CustomerCare.Energy@pPanda.ie)
- Address: Head Office, Ballymount Road Upper, Ballymount, Dublin 24
- Website: [www.panda.ie](http://www.panda.ie)

**\*\*Please note that to maintain the highest level of service we may monitor and record\*\***