

Standard Terms of Business

1 Introduction

These are our Standard Terms of Business and will apply if you agree to use our services to negotiate on your behalf. These services include the following Utility contracts; Gas, Electric, Telecoms, Broadband, Mobiles, Merchant Services, Water, Energy Management, Renewable Technologies, CCL Rebates, R & D Rebates and Commercial Insurances.

Client Classification

Unless we notify you in writing to the contrary, you will be classed as a 'Commercial Client'. This means you are afforded protection under any relevant regulatory governing body and have the right to take any complaint to the Ombudsman.

2 Our Relationship

We provide an independent service which includes:-

- Best price comparisons
- Audit of Existing Contracts, Charges and Conditions
- Completion of all Relevant Contractual Documentation
- Termination of Existing Contracts if required and must be given in writing by the client
- Change of Tenancy or Ownership if Required
- Monthly Billing Audit and Consolidation
- On-going Management of your Utility Requirements
- Supplier Dispute Resolution and Grievance procedures
- Utility Audits
- Renewable Technologies and Grants where available
- Weekly and Monthly industry Updates if required

Any advice or recommendation we offer will be based on your stated objectives, circumstances and take into account any restrictions that you wish to place on us.

We will confirm the reasons for recommending any services or products in line with your stated objectives along with details of any special risks associated.

Any contracts we have arranged for you will be kept under review and we will advise you in the future by means of an unsolicited promotion (by telephone or post) should we wish to discuss the relative merits of a particular contract or service which we feel may be of interest to you.

3 Letter of Authority

In order for us to carry out an Audit of your current Utility purchasing we will require you to sign a Letter of Authority which can be copied onto your Company Headed Paper. The signed Letter of Authority will allow us to work on your behalf and approach your current supplier(s) enabling us to gather the information we need to offer you our recommendations.

The information required for us to carry out an Audit will include

- Contract(s) end dates
- Annual usage figures
- Current prices
- Any other relevant data

4 Credit Rating

All supplier contract offers are subject to a satisfactory credit score. In the event of a client having a poor credit score they will be informed at the earliest convenience and we will endeavour to help them identify the reasons. They will also be offered alternative options which may result in less favourable terms.

5 Our Fees

Our cost for this service is paid as a commission from the relevant supplier; payment is normally paid 1 or 2 weeks after the live date. We also offer a fee based option, costs available upon request.

6 Confidentiality

Information will be required by us and the supplier to negotiate or process contract(s); this will only be given to the supplier with your express consent. Any information given to us will be held in accordance with the current Data Protection Laws.

7 Renewal of Contracts

Any contracts arranged by us on your behalf will be held on our secure customer portal. You will then be notified prior to the contract end date to start our renewal process; thus helping you avoid going out of contract and incurring any additional costs.

8 Termination of Authority

You may terminate our authority to act on your behalf at any time. Notice to terminate our authority must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated which will be completed according to these terms of business unless otherwise agreed in writing and you will be liable to pay for any fees outstanding.

9 Your Consent

These are our Standard Terms of Business and have been issued for your own benefit and protection. We recommend you read these terms carefully before signing them. If you do not understand any point please ask for further information.

Signed for and on behalf of:

Business Name Co. Reg.

Address

Signature..... Name

Position Date

Accepted on behalf of CEB Consultants:

Signature..... Name

Position Date