

Dear Sir/Madam,

Do you currently have a policy regarding letters of authority?

If not I think that one should be created. Consistently we encounter problems from all of the suppliers regarding our letters which allow us to act on behalf of our customers.

Just an example of some of their guidelines.

Dear Consultant/Broker,

Thank you for your email, unfortunately we are unable to accept your request

As your LOA does not meet one or more of the following requirements:

- **The LOA is for a business that does not match on the supply records**
- **The LOA is not dated**
- **The LOA is not signed**
- **The LOA is not signed within the last twelve months or is out of date.**
- **The LOA has no Printed name and Designation for the signatory**
- **The Signatory is not an authorised contact name on our records**
- **The LOA does not authorise you to terminate on the customer's behalf**
- **The attachment of the LOA is not clear and is illegible**

Each supplier has a different set of guidelines and it is incredibly difficult to speed up this process, as it takes most of them up to 7 days to respond in the first place!

Please can you shed some light on whether a guideline will be introduced? or if you can provide us with any advice?

Unfortunately there are a lot of dishonest brokers/consultants out there which taint the name of others such as us.

Thanks

