

	<p><i>Main aim ; Customers are protected while using the service of a TPI, always making sure that this is what the points below are going to achieve.</i></p>
Core Criteria we will be discussing	Ofgem Recommendations
Content of the Code(Sub headings below)	<p><i>The section will display measures directed at the removal or easing of consumer concerns and undesirable trade practices arising within the TPI sector.</i></p>
c) Misleading advertising	<p><i>The TPI should comply with the rules defined in the 'Business Protections from Misleading Advertising Regulations 2008. In particular, , The TPI should not mislead the customer about who they work for, they should be clear about who they are and the service they are providing, and the circumstances under which they are offering them the service. The TPI should always provide clear and truthful information to the consumer. I.e. being open and honest at all times and desists from giving or advertising false or misleading information.</i></p> <p><i>The customer should not be led to believe that the 'product' will provide more than its ability. For example;</i></p> <p><i>The TPI should refrain from using statements which cannot be supported with appropriate evidence.</i></p> <p><i>This should be tailored around what the customer is looking for.</i></p>
b) Training	<p><i>Ensure appropriate training so all staff understand the requirement of the COP and their own legal obligations to consumers.</i></p>

<p>d) Adequate and accurate pre contractual information</p> <p>i) Clear and accurate info ii) Info about the main characteristics of the product iii) Key contract terms</p>	<p><i>The customer will receive information relating to the services discussed and or agreed (This may be their prices, advice, contract terms, product selections) in a clear and easy to understand language.</i></p> <p><i>The TPI will give clear and accurate information about the main characteristics of the products, including all relevant Principal terms that may affect the customer's decision.</i></p>
<p>f) To make sure that consumers are provided with clear and fair contractual terms and conditions</p>	<p><i>The TPI will give clear and accurate information about the main characteristics of the product, including all Principal terms that may affect the customer.</i></p>
<p>e) To make sure that consumers are protected from high pressure selling techniques</p>	<p><i>Third parties will not use 'high pressure selling' techniques to force or pressure a customer/client into agreeing to a service (Contract, prices etc)</i></p> <p><i>Third parties should always consider the customers circumstances, for example Vulnerability and or inability to understand the terms supplied to them.</i></p> <p><i>Point to note; Pressure selling can also be a form of mis selling dependant on the circumstances in which the customer has become tied too. For example; at the point of signing the contract.</i></p>
<p>k) To ensure consumers receive good customer service. i) Before a contract is agreed ii) After ordering iii) After booking iv) After paying and receiving goods This is not the same as complaint handling</p>	<p><i>TPIs should supply good customer service at all times, always with the customer's interests and the supplier's processes in mind.</i></p> <p><i>For example; Ensuring the customer is receiving the service they require and not harming the reputation of the supplier who is supplying the contract to the customer.</i></p> <p><i>Point to note; This is not the same as complaint handling (there should be a separate redress process). However this is not to say that if the customer service was at an unacceptable level that this may progress to a complaint.</i></p>