

Specimen



Ambassador Program

The AMBASSADOR program has been designed to:
Enhance the relationship between you and your customer.
To promote a structured response to registration objections
To allow you to concentrate on selling the product
To give you a guaranteed service level you can rely on

What the Ambassador Program Will Do for You

1. Validate the contracts that you sign to maximise your "go live" rate.
2. Determine and advise you (in the event that any contract that you submit should still be in contract) the contract end date and to provide you with an automated advice at the appropriate time when you can re-sign it.
3. Provide you with a valid joint termination and letter of authority for your customer's signature at the point of sale so that we can get any subsequent objections by the current supplier lifted with a minimum inconvenience to you and to your customer.
4. We will deliver termination letters to the appropriate address in a format acceptable to the incumbent supplier including hard copy recorded delivery.
5. In the event of an objection, provided we have the relevant documentation from you to deal with the matter we will immediately on your and your customer's behalf use our best endeavours to get that objection lifted.
6. We will use our combined industry knowledge and contacts to your advantage and your customers benefit to assess every objection to determine a viable outcome for all parties
7. The AMBASSADOR PROGRAM will guarantee the integrity of your customer data under the data protection act and Onetalk Limited further warrants that your customer information will only be used to further the registration process for the individual contracts passed to Onetalk Limited. Your customer information will not be used or passed on to third parties in any circumstances unless at the express permission of the introducer.

Description of a Valid Contract:

A signed correctly completed, correctly priced hard copy contract or verbal contract with valid phone numbers accompanied by the following.

- (1) Customer is out of contract or within 120 days of contract end date
- (2) Completed letter of authority or joint(LOA) and termination
- (3) Individual termination letter or joint LOA and termination letter
- (4) Where the customer is a change of tenant documentary evidence of the change of tenancy which can be a copy of the new tenancy agreement or a letter from the customers acting solicitor confirming the acquisition of the business or property.

The Ambassador Go Live Guarantee:

If the agent provides us with a valid contract we will guarantee a minimum of **75%** go live rate and should the agent's go live rate fall below that level Onetalk will refund the difference between the actual go live rate and the guaranteed go live rate*

Signed

J A Plant

(Managing Director) Onetalk Limited. Date 16.11.2007

Contact Us for More Details 0800 6521269