

Credit checking guidelines – summary

Remember - there's nothing wrong with credit-checking. It's part of daily life in lots of situations.

Please note: we currently only run credit checks on orders which contain Mobile.

We don't need to run a credit check if the customer is:

- A family member, friend or relative of yours
- Someone you know has a job, because you have seen them at their place of work
- Someone whose home you have visited
- Someone you meet regularly at the same place, eg. your place of worship, gym or social club
- Someone referred to you by someone you have known for at least a year, or by a long-standing existing customer.

But, in all of our best interests:

- If you do not know the customer personally, or you're not sure what to do, then we should run a credit check.

Business credit checking guidelines - summary

We currently run credit checks on all orders for energy and/or Mobile services

To see full details of the credit checking guidelines, log in to the Extranet.

Please note we reserve the right to carry out a credit check on any customer applying for a mobile handset particularly if the customer is applying for a high value handset.